



Department of Information Technology

Expression of Interest (EOI) for Empanelment of FinTech Companies (E-tendering)

EOI Ref No : UCO/DIT/EOI/140/2024-25 Date: 22/04/2024

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s) uploaded on 09.05.2024

Sl. No	Page No	Clause no	Clause as per EOI	Description of Query/ Clarification sought by Bidder	Bank Response
1.			<p>2.3 Criteria for Other than Start-ups</p> <p>The FinTech should have achieved minimum annual turnover of ₹ 5 Crore from the FinTech business for its Indian operations during preceding financial year.</p>	<p>We request that exemption be provided to MSE vendors as per GOI clause.</p> <p>As we have just started these operations we provide solutions with Banks hence request exemption under the same.</p>	Clause stands as per EOI
2.	8	2.1	<p>The company/firm must neither be a foreign company nor subsidiary of any foreign company.</p>	<p>Bidder is registered under Indian Companies Act. However the investment in the company is from Abroad companies also. The IP of the company as on 31.03.2024 is in India. Further they are empanelled in other PSU banks like Bank of Baorda, Union bank of India, Indian Overseas Bank, Punjab National bank, Bank of India, Punjab & Sind bank and Canara Bank.</p> <p>They are Class-I Local supplier as per Public Procurement (Preference to Make in India) notification. And 100% Employees are in India.</p>	Clause stands as per EOI

3.	13	3		Request you to add CBDC to the scope	Kindly refer categories mentioned in the EOI document which is as per Bank's requirement.
4.	27		Annexure-III	What should be the value of the stamp paper for this annexure?	Value of stamp paper is as per stamp act of respective state.
5.	28		Annexure-IV	What should be the value of the stamp paper for this annexure?	Value of stamp paper is as per stamp act of respective state.
6.	35		Annexure-V Undertaking For Non-Blacklisting / Non-Debarment of The Bidder To Be Stamped as A Declaration & Duly Attested by A Notary	What should be the value of the stamp paper for this annexure?	Value of stamp paper is as per stamp act of respective state.
7.	10	2.3 Criteria for other than Start-ups	4. The FinTech should have undertaken similar projects in any of the Banks in India.	Requesting the bank to confirm whether agreement copies and customer satisfaction letters obtained for other RFP's can be submitted to suffice the requirement for demonstrating similar projects undertaken by the Company. Also, requesting the Bank to confirm how many such letters/ agreements shall be submitted for eligibility requirements.	It is clarified that agreement copies and satisfactory certificate will suffice the purpose. The credentials to be submitted for the respective groups for which bidder has applied.
8.	10	2.3 Criteria for other than Start-ups	5. The conduct of the Bank account of the FinTech as well as its promoter/ director should be satisfactory.	The company has various public sector banks as its shareholders. Further, the company is board driven and not promoter driven as the	Kindly refer corrigendum enclosed herewith

				board comprises of nominee directors nominated by various public sector banks, the company may not be in position to furnish conduct of bank accounts of such bank nominated directors. We request the authority to consider removal of the clause. Additionally, in case of conduct of bank account of Company, please confirm if self-declaration may be submitted as satisfactory evidence.	
9.	10	2.3 Criteria for other than Start-ups	6. The credit history of the promoter/director/ FinTech should be satisfactory.	The company has various public sector banks as its shareholders. Further, the company is board driven and not promoter driven as the board comprises of nominee directors nominated by various public sector banks, the company may not be in position to furnish credit history of such bank nominated directors. We request the authority to consider removal of the clause. Additionally, in case of company please confirm if self-declaration may be submitted as satisfactory evidence.	Kindly refer corrigendum enclosed herewith
10.	11	4. Bid Submission and Evaluation	7. Profile Evaluation - The bidder requires to submit a detailed documentation covering profile of the FinTech company, the area of specialisation, product / services being offered, list of used cases, list of team members, technology used,	Requesting the Bank to clarify, at which stage of the process, may these details be furnished to the bank – as a part of the bid submission or at the time of presentation?	It is clarified that relevant document to be submitted at the time of bid submission.

			future strategy etc. As a part of evaluation process, bidder found eligible in evaluation of eligibility documents, need to furnish demo/ presentation.		
11.	21	Authorized Signatory	".....The selected bidder shall submit, a certified copy of the resolution of their Board , authenticated by Company Secretary, authorizing an official or officials of the company to discuss, sign with the Bank, raise invoice and accept payments and also to correspond...."	The Board of the company has empowered a committee for furnishing such resolutions, we request the bank to confirm if the resolution of such Board empowered committee is acceptable.	Clause is self-explanatory.
12.	26	Annexure 2 – General Details of Bidder	Proposed Service details in brief > Description of service: > Details of similar service provided:	Requesting the bank to clarify, if these details are to be filled separately for each category applied for? Also, please confirm, how many references may be submitted to satisfy the minimum eligibility criteria?	Yes, the details to be filled separately for each category. Credentials from at least one organisation is required.
13.	26	Annexure 2 – General Details of Bidder	Details of Experience in the field of experience in Fintech - N.B. Enclose copies of Purchase Orders and references.	Requesting the bank to confirm whether agreement copies and customer satisfaction letters obtained for other RFP's can be submitted to suffice the requirement for demonstrating similar projects undertaken by the Company.	Kindly refer Sl. no 7.
14.	26	Annexure 2 – General Details of Bidder	Details of Experience in the field of experience in Fintech - Details of resources attached with the company	Please note that the company has 200+ resources, kindly guide as to which resources' details may be furnished to the Bank. Additionally, what specifics may be detailed for	It is clarified that details of prime resources to be submitted.

				such resources, in order to entail as satisfactory evidence to the annexure.	
15.	4	General Last Date & Time for Bid Submission	Last Date & Time for Bid submission is 14-05-2024 @ 04.00 PM	We humbly request bank to extend the bid submission for at least 10-15 days after the pre-bid clarification is shared.	Kindly refer corrigendum enclosed herewith
16.	13	Digital Payment Solutions	Implementation, management and maintenance of various digital payment solutions to provide convenient and efficient banking services to customers. The solution for any digital payment Mechanism like: Merchant QR, Sound box, Android POS with dynamic QR, UPI 123, customized solution for Payment Acceptance, Mobile Wallet, wearable, Credit lines on UPI, UPI at ATM, etc. (except Payment Gateway) for ease of digital payment services. Digital Solution for MSME/Corporates.	a) Are there existing solution which need to be maintained by the implementation team till the new system is developed ? B) Will data migration be required?	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
17.	12	Digital Marketing	Devise the strategy for digital launch of Banks products/ services by identifying and aligning it with the core business objectives of the Bank. Drive Marketing strategy through Search Engine Optimization (SEO), Search Engine Marketing (SEM), Affiliate Marketing, E mail/ SMS Marketing, Social Media Marketing, Display, Mobile Marketing, Digital Content Marketing, Landing page development, Online reputation management & pay per click (PPC) including but not limited to Creative	What is the Process of calculating PPC ?	The details will be shared with empanelled partner while floating RFQ for the specific requirement.

			development, Digital Media Planning Buying and Execution, developing overall product and brand strategy etc. related to digital and social media marketing space.		
18.	13	AI based Automation support	Bank is looking for the Automated solution with Artificial Intelligence for self service solutions. This will help to cut short the TAT for customer support, avoid/minimize the human intervention, and increase the efficiency.	What are the areas of self-service where AI needs to be used?	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
19.	14	Cross Border remittances and Forex prepaid card	A robust and scalable platform for multicurrency prepaid card management and transactions. Having integration with major payment networks (Visa, Master card, American Express) for global acceptance & Real-time transaction processing, including card loading, authorization, and settlement. The solution should have facility for providing Forex- related APIs to support Remittance, Forex Cards, EXIM transactions, education payments and other related services.	It is understood that the APIs for integration would be provided by the Bank. Hope our understanding is correct.	The Bank level API will be provided by the Bank, however actual details will be shared with empanelled partner while floating RFQ for the specific requirement.
20.	15	25 Biometric Authentication in place of OTP	The solution to provide the end-to-end implementation of biometric authentication in place of existing OTP validation mechanism in different channels.	a) What is the type of biometric authentication required ? B) Will the bank provide the required hardware for the same ?	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
21.	16	Customer Service & Grievance Redressal /	The solution to provide the facility of ease of handling different type of customer grievances and quick redressal and also should have	a) How many resources would be required for Customer support? B) What will be their working hours?	The details will be shared with empanelled partner

		Customer Feedback	facility of getting feedback from customer for the products/facilities rendered by Bank.		while floating RFQ for the specific requirement.
22.	15	UI / UX Development & Customisation	Redesigning of UI/UX across the entire applications of the Bank. Bank expects UI/UX to meet the current and future market trends and aesthetic design philosophy, Prevailing global best practices in UI /UX design and current technology trends should be suggested for implementation.	a) What are the constrains in the current UI/UX. B) What are the foreseen benefits of the new UI/UX.	Detailed requirement will be shared with empanelled partner while floating RFQ for the specific requirement.
23.	NA	General	Project Timeline	What would be the set timeline for the project?	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
24.	NA	General	No of Concurrent Users	How many concurrent users are there	
25.	NA	General	Max Transaction per Day	What is the number of transactions per day	
26.	NA	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	
27.	NA	General	Any Document Upload Permitted	Is there any document upload required	
28.	NA	General	Max Size of File in MB	What is the file Upload size in MB	
29.	NA	General	Max Files per User	What is the file upload per user required	
30.	NA	General	Database Backup Policy	What is the database back policy	
31.	NA	General	Database Retention Policy	What is database retention policy	
32.	NA	General	DC - DR Policy	What is Data recovery policy	

33.	NA	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	
34.	NA	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	
35.	NA	General	Data Archival Policy	What is the current data archival policy	
36.	4	Control Sheet Table	Last date and time for receipts of EOI	We kindly request the bank for Last date extension	Kindly refer corrigendum enclosed herewith
37.	12	Scope of Work	FinTech Category	Some of the solutions are provided by our third party service providers, Can we also apply for those categories. Please clarify.	It is clarified that credentials of third party is not admissible
38.				In the eligibility criteria on Data Protection : The act is still not effective, then what should we give declaration for,	The existing regulatory guidelines to be followed
39.				2.3 Criteria for other than Start Ups : Point no 4: Satisfactory work certificate: What is the exact requirement	It is clarified that satisfactory certificate to be issued by bidder's client.
40.				2.3 - Criteria for other than Start Ups : Point no 5: What document to be submitted for the conduct of account.	It is clarified that certificate related to conduct of account to be issued by bidder's Bank.
41.	9	2.3 Criteria for Other than Start-ups	2.3.1 The FinTech should have a paid-up capital of ₹ 50 lakhs and above.	While we understand that the bank would like work with Fintechs with good Equity but Paid up capital alone shall not be a sole indicator for	Clause stands as per EOI

				a company/firm longevity. Reserves and Surplus contribute to company's ability to sustain in the longer run. In this regard request Bank to reduce the Paid up capital criteria to ₹ 2 Lakh	
42.	10	2.3 Criteria for Other than Start-ups	2.3.5 The conduct of the Bank account of the FinTech as well as its promoter/director should be satisfactory.	Considering the large list and profile of Promotor/Directors of the company, request the Bank to modify the clause to "The conduct of Bank account of the Fintech should be satisfactory" .	Kindly refer corrigendum enclosed herewith
43.	10	2.3 Criteria for Other than Start-ups	2.3.6 The credit history of the promoter/director/FinTech should be satisfactory.	Request the Bank to modify the clause to "The credit history of Fintech should be satisfactory" .	Kindly refer corrigendum enclosed herewith
44.	10	2.3 Criteria for Other than Start-ups	5. The conduct of the Bank account of the FinTech as well as its promoter/ director should be satisfactory.	We assume that bidder has to submit self-declaration for the same or satisfactory feedback letter from the respective bank. Please confirm.	Kindly refer corrigendum enclosed herewith
45.	16	5. SCOPE OF WORK	For all the new developments: a. Bank shall own the Intellectual Property Rights for the applications developed by the empaneled bidder. b. The Vendor should provide to the Bank the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.). Source code quality report using reputed Code Quality Tools, Test Scripts for CIT / SIT / UAT of the developed application/ customizations and subsequent upgrades, if any.	Requesting to consider below to consider escrow arrangement for the source code ownership in clause (a) & (b) and Kindly consider below change request: Change Request: a. Bidder shall own the Intellectual Property Rights for the applications developed by the empaneled bidder. b. The Vendor should provide to the Bank the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.) or implement escrow arrangement. Source code quality report using reputed Code Quality Tools, Test Scripts for CIT / SIT / UAT of	Clause stands as per EOI

				the developed application/customizations and subsequent upgrades, if any.	
46.	15	22. Supply Chain Finance	Providers of supply chain finance solutions that can optimize our working capital management and provide our corporate clients with flexible financing options. The desired platform should offer end-to-end visibility into the supply chain, automate invoice processing, and enable early payment to suppliers, all while ensuring risk mitigation and compliance.	Requesting UCO Bank to provide clarity for the below queries 1. Can you provide an overview of your current supply chain management processes, including how invoices are processed and payments are made to suppliers? 2. What are the main pain points or challenges you encounter in managing your supply chain finance operations? 3. What are the key factors or criteria your clients consider when seeking financing solutions for their supply chain operations? 4. Are there any specific metrics or performance indicators you use to measure supply chain visibility? 5. What level of automation do you currently have in place for invoice processing, and what are the gaps or areas for improvement? 6. Do you have existing systems or platforms (e.g., ERP systems, financial software) that the supply chain finance solution needs to integrate with?	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
47.	15	23 UI / UX Development & Customisation	Redesigning of UI/UX across the entire applications of the Bank. Bank expects UI/UX to meet the current and future market trends and aesthetic design philosophy, Prevailing global best practices in UI /UX design and current technology trends should be suggested for	Requesting UCO Bank to provide clarity for the below queries 1. Could you provide more details about the specific applications within the bank that require UI/UX redesign? 2. Are there any particular features or functionalities that the bank wants to emphasize or prioritize in the	The details will be shared with empanelled partner while floating RFQ for the specific requirement.

			implementation.	redesign? 3. Are there any third-party integrations or dependencies that need to be considered in the new UI/UX design? 4. How frequently are updates or changes made to the applications, and how should the new UI/UX design accommodate future updates?	
48.	16	28 Other	In this category, FinTechs who are having innovative products other than the products given above can be empaneled.	Requesting UCO Bank to provide clarity for the below queries 1. Does the bank have any existing solutions for managing Trade Finance operations? 2. Is it only in the Central Office or are the branches also using the solution? 3. Would the bank be interested in Trade Finance solution with AI capabilities? 4. Are there any additional features or modules that the bank is looking for such as a Corporate Customer Portal or Transaction Screening? 5. Is the bank looking for a Sanction Screening tool with real time and on-demand capabilities?	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
49.	28	Annexure-IV INTEGRITY PACT	Annexure-IV INTEGRITY PACT (To be stamped as per the Stamp Law of the Respective State)	We assume that bidder has to submit these Annexure in INR 100/- stamp paper. Please confirm.	Kindly refer SI. No 4.
50.	16	28 Other	28 Other In this category, FinTechs who are having innovative products other than the products given above can be empaneled.	Requesting Bank to consider UCIC (Unique Customer Identification Code) based solution developed by the bidders so that bank will get an advance solution based on the requirement. Bidder can demonstrate the solution to the bank.	Clause is self explanatory

51.	4	-	Last Date and Time for receipts of EOI	Please allow at least 7 to 10 days after the pre-bid query responses or any corrigendum is published by the bank.	Kindly refer corrigendum enclosed herewith
52.	10	4	The FinTech should have undertaken similar projects in any of the Banks in India	Requesting Bank to consider the current experience of the bidding company and its wholly owned subsidiary for evaluation.	It is clarified that credentials of subsidiary is not acceptable
53.	11	5	If an empaneled FinTech company fails to participate in three consecutive RFQ process, their empanelment will be cancelled.	Requesting Bank to remove this clause as it is only empanelment process. It can be solely bidder's decision, whether he wants to participate or not.	Clause stands as per EOI
54.	13	10	Online platform for various Banking product analysis	We have Anti Money Laundering Solution for risk and compliance. Kindly confirm can we proposed similar solution here also.	Clause is self explanatory.
55.	16	a	Bank shall own the Intellectual Property Rights for the applications developed by the empaneled bidder.	Suggest one more option of transfer of specific IPR to the bank so as to allow it to independently improve & maintain the solution while the bidder is allowed to offer the stated solution to other clients.	Clause stands as per EOI
56.	16	b	The Vendor should provide to the Bank the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.). Source code quality report using reputed Code Quality Tools, Test Scripts for CIT / SIT / UAT of the developed application/ customizations and subsequent upgrades, if any	Code which is newly developed and customized particularly for the Bank can be shared. Please confirm	Clause is self explanatory.
57.	16	c	Transferring the ownership of all software developed /customized /configured / procured. All licenses	Suggest one more option of transfer of specific IPR to the bank so as to allow it to independently improve &	Clause stands as per EOI

			& support related documents should be in the name of Bank.	maintain the solution while the bidder is allowed to offer the stated solution to other clients.	
58.	-	-	General	Can bidder proposed the solution/product which is currently under development? Please confirm. In such case, Bank is expected to provide the relaxation of the experience of similar implementation criteria.	It is clarified that projects under development will not be considered as bidders past experience.
59.	-	-	General	Requesting Bank to consider the experience of similar experience outside India also	It is clarified that overseas project will not be considered
60.	8	2.1	The company/firm must neither be a foreign company nor subsidiary of any foreign company. Request Bank to relook this clause.	Request Bank to relook this clause.	Clause stands as per EOI
61.	10	3	Any bidder, empaneled under this empanelment, if fails to participate in more than 3 (three) tenders / Request for Quotes (RFQ) floated by the Bank, it is upto the discretion of the Bank to remove the said vendor from the list of empanelment.	Please elaborate the meaning of participation in this clause	It is clarified that Bank expects empanelled vendors to submit requisite techno-commercial proposal in RFQ process initiated by the bank.
62.	26	Annexure II	Details of Experience in the field of experience in Fintech	How many implementations experience to be submitted	Kindly refer Sl. No 12.
63.	16	5 For all the new developments:	b. For all the new developments: In case of any change/modification in Source Code, All necessary functional and technical documentation (Technical specifications, Integration	We do not provide any source code.	As per EOI document, the mentioned clause is only for new developments.

			specifications, Application architecture/design, Integration architecture / design, Test Cases documentation for CIT / SIT / UAT, Deployment guide on infrastructure servers, and Release notes) must also be delivered along with source code.		
64.	16	5. For all the new developments:	c. Transferring the ownership of all software developed /customized /configured / procured. All licenses & support related documents should be in the name of Bank.	This is not acceptable.	As per EOI document, the mentioned clause is only for new developments.
65.	16	16 5. Scope of work	A bidder can apply for more than one group. Bank reserves right to append/ modify/alter as per requirement based on inputs during evaluation phase.	Please suggest where to select the group to apply.	Kindly refer corrigendum enclosed herewith
66.	9,10	2.3 Criteria for Other than Startups	1. FinTech should have a paid-up capital of ₹ 50 lakhs and above. The FinTech should have achieved minimum annual turnover of ₹ 5 Crore. 2. from the FinTech business for its Indian operations during preceding financial year. 3.The FinTech shall have a minimum net worth of ₹ 25 lakh as per its latest audited balance sheet	Will CA certified audited balance sheet suffice the requirement?	It is clarified that bidder has to submit Certificate issued by Chartered Accountant and audited balance sheet.
67.	22.	26. Applicable Law & Jurisdiction of Court	The Contract with the selected bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Kolkata (with the exclusion of all other Courts). Since we are a CIC and governed	We have to choose arbitration as dispute resolution.	Clause stands as per EOI

			by CICRA		
68.	16	a	Bank shall own the Intellectual Property Rights for the applications developed by the empaneled bidder.	We are the SI for Sales force which is a cloud base solution. All the IPRs are owned by the OEM.	Clause stands as per EOI
69.	16.	b	The Vendor should provide to the Bank the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.). Source code quality report using reputed Code Quality Tools, Test Scripts for CIT / SIT / UAT of the developed application/ customizations and subsequent upgrades, if any	We are the SI For the Sales force, All the development and changes are made in Customer's org and they have the access to the entire code. Product Source code cannot be shared only Client will have access to implementation code. Test cases will be shared with client.	Clause stands as per EOI
70.	16	c	Transferring the ownership of all software developed /customized /configured / procured. All licenses & support related documents should be in the name of Bank.	Sales force is a cloud based solution which is a subscription based model and works on Per user per month model. Customer will be able to use the developed solution as long as they want on the basis of valid subscription. All Licenses can be purchased on the name of Bank.	Clause stands as per EOI
71.	17.	i	For products already developed, for which the empaneled vendor holds the IPR, Bank may purchase the IPR/ purchase perpetual licenses/ purchase subscription or implement escrow arrangement. The decision for the same shall be taken mutually with the empaneled vendor for such products	We are a ____ based solution provider and our solutions works on ____ model. Perpetual licenses are not supported. All Industry leading technology solutions are digital native solutions and born on cloud. Request Bank to consider Cloud SaaS solutions.	Clause stands as per EOI
72.	12	2	Devise the strategy for digital launch of Banks products/ services by identifying and aligning it	We can run the campaigns via journey leveraging marketing cloud to target the audience. What kind of	The details will be shared with empanelled partner

				audience requires the communication to send across for promotion of bank products/services? Where does the customer base exist (which platform, database system etc.)?	while floating RFQ for the specific requirement.
73.	12	2	Drive Marketing strategy through Search Engine Optimization (SEO), Search Engine Marketing (SEM), Affiliate Marketing, E mail/ SMS Marketing, Social Media Marketing, Display, Mobile Marketing, Digital Content Marketing, Landing page development, Online reputation management & pay per click (PPC) including but not limited to Creative development, Digital Media Planning Buying and Execution, developing overall product and brand strategy etc. related to digital and social media marketing space.	Do you have your bank's website? Did you do any SEO before for your website? Is your website audit done before? Which tool did you use for email campaign if run in past? How did you manage the lead generation before? Which social media platforms you use for this? Did you run the ads before	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
74.	14	5	Insurance/ Wealth Management products distribution Platform, that solves for large distribution setups, by helping to manage the insurance / Wealth Management products portfolio so as to operate with insurance companies while multiple technology integrations, multiple insurer options, common UI, CRM, renewal tracking, Digitalise Claim settlement and income management is provided	What are the specific meanings or functionalities of the sub-sections mentioned in the content regarding the insurance/wealth management products distribution platform?	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
75.	13	5	End to end secured Payment Gateway service in compliance with the relevant regulations & RBI guideline	Should potential bidders for the project be Payment Aggregators or Payment Service Providers?	The details will be shared with empanelled partner while floating RFQ

					for the specific requirement.
76.	16	5	The solution to provide sentiment analysis services that accurately interpret customer emotions across various communication and social media channels. By understanding consumer sentiments, enable the Bank to make strategic decisions that enhance brand loyalty and business efficiency	What are the functionalities of the solution mentioned particularly regarding social media channels?	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
77.	15	5	The solution to provide the end-to-end implementation of biometric authentication in place of existing OTP validation mechanism in different channels.	Are you looking for any additional biometric authentication methods or technologies included in the solution, aside from voice biometrics?	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
78.			Development and Integration of Digital Journeys	What are the different types of journeys and which systems stream/downstream it connects to	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
79.				How many integrating points and systems are connecting to sales force	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
80.				Is the Development happening on Marketing cloud or it connects with other clouds as well on the Sales force platform	
81.				Is this Development a greenfield or Brownfield implementation	
82.				Are there any regulatory or compliance requirements that need to be considered when developing digital journeys	

83.				What systems or platforms are currently in place for managing customer data and communication channels	
84.				How many Loan type categories have to be automated through digital journey? (Ex. UBL, PL, etc.)	
85.				Is the loan disbursement also expected to be done via the implementation?	
86.				Any specific AI scenario during the mentioned integration is expected, or specific Analytics or Graphical representation to show any of the journey summaries/outcomes etc.	
87.			Digital Marketing	What are the different types of Digital marketing used?	
88.				Is SEO used?	
89.				Who are the Target Audience	
90.				How are you currently executing your digital marketing campaigns across various channels	
91.				What tools or platforms are you using to manage and track digital marketing efforts	
92.			Digital Payment Solutions	Is Sales force Pay Now being considered for Digital payments	
93.				Will Billing and Invoicing happen within Sales force	
94.				What digital payment methods are currently available , and how are they integrated	

95.				Are there any specific customization requirements for these payment mechanisms to align with your branding or business processes?	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
96.				Do you currently have partnerships or agreements with payment service providers that need to be integrated into Sales force?	
97.				Who are the primary users of these digital payment solutions within your organization (e.g., customers, merchants, MSMEs, corporates)? for UI Experience	
98.				How do you plan to handle peak usage periods and ensure system performance and reliability?	
99.			Payment gateway services	What are different payment gateways thought about to integrate with Sales force	
100.				What are the different payment center permissions and Guidelines?	
101.			AI based virtual voice assistant	What are the tasks that needs to be handled by AI? (e.g., account balance inquiries, bill payments, fraud alerts	
102.				Will the assistant be available through phone calls, mobile app, or both?	
103.				What data security standards and compliance regulations must the solution adhere to?	
104.				Is the client interested in leveraging Sales force Einstein for AI capabilities such as natural language processing (NLP) and predictive analytics?	
105.			AI based Automation support	How will you measure the AI Automation Support's impact on	

				customer service? (e.g., reduced call wait times, increased customer satisfaction scores), Where do the client expect to see cost reductions through automation? (e.g., decreased call center staffing needs)	
106.			Cash Management	Should Quote to Cash process be established in Sales force	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
107.				Should Monitoring/ Maintaining of Cash Flow be established	
108.			Collection	How are you currently managing collections processes	
109.			Credit Rating Agencies	Should these agencies be defined within or outside of Sales force	
110.				Are there any regulatory or compliance requirements that we need to consider during the implementation process?	
111.				Which credit rating agencies do you currently work with or plan to work with in the future? What types of raw data, credit reports, scores, and other information do you need to retrieve from these agencies? How frequently do you need to fetch and update this data within Sales force?	
112.				Are there any existing APIs which can be integrated for these ratings? If yes, could you provide the count of these APIs?	

113.			Online platform for various Banking product analysis	What types of data sources are available for analyzing banking products, and how are they currently being managed	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
114.			CRM Solutions	What specific customer data does the client currently capture and manage across different systems and departments?(Service)	
115.				What are the main channels through which customers interact with the organization for service and support?(Service)	
116.				How does the client currently track and manage customer inquiries, issues, and service requests?(Service)	
117.				Are there any specific service level agreements (SLAs) or escalation processes that need to be supported within the CRM platform?(Service)	
118.				How do you currently generate and qualify leads, and what are your lead management processes? What criteria do you use to prioritize and assign leads to sales representatives or teams?(Lead Management)	
119.				Are there any specific lead scoring models or methodologies that you would like to implement within the CRM solution?(Lead Management)	
120.				How is your contact center currently structured, and what technologies do you use for telephony and agent management? What are the primary communication channels used for customer interactions (e.g., phone, email, chat)? Are there any specific routing and	

				queuing requirements for incoming inquiries and tasks? (Contact Centre)	
121.				<p>What specific customer data do you currently capture and manage across different systems and departments? How do you envision the 360-degree view of the customer, and what key information should be included in this view?</p> <p>Are there any unique customer attributes or data sources that should be integrated into the CRM platform for a comprehensive view? (c360 view)</p>	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
122.			<p>What other systems or applications do you currently use for business operations (e.g., ERP, accounting, marketing automation)? Are there any specific data integration requirements or challenges that need to be addressed?</p> <p>How do you envision the CRM solution integrating with existing systems to provide a seamless user experience? (Integration)</p>		
123.			<p>What types of marketing campaigns do you currently run, and how do you measure their effectiveness? How do you segment your audience for targeted marketing campaigns, and what criteria do you use for segmentation?</p> <p>Are there any integrations with external marketing platforms or advertising channels that need to be considered?(Marketing)</p>		

124.				What all services are expected to be offered through online banking or Customer Portals? (Experience Cloud)	
125.			Cyber Security / Information Security	What are your data security requirements and compliance considerations (e.g., GDPR, HIPAA)? How do you plan to ensure the privacy and security of customer data within the CRM platform? Are there any specific data access controls or audit trail requirements that need to be implemented? (Security & Compliance)	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
126.			End to End (E2E) managed testing services / Quality Assurance (QA)	Is there any Automation desired for testing? If yes then to what level. Is there any preference of tools to be used for testing, logging of defects, tracking of changes etc.? Is there any specific framework set by Bank for testing services/QA which we need to refer and adhere to?	
127.			Agri Tech Solutions	Is there any existing portal and connected system to cater for Agriculture/Milk or other Agri. Produce companies?	
128.				Are the loan related process going to be separate for this sector or included in general loan process?	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
129.				What are different government rules/subsidies to be applied in this, and how these will be provisioned to related customer	

130.			Cross Border remittances and Forex prepaid card	What are different cross border rules to be applied for payments	
131.				Are there any specific anti money laundering / CFT or any fraud governing models which bank follows and which can be referred?	
132.			Insurance/Wealth Management Products	Is there list of current systems and technologies with which bank already integrates with to provide various insurance products?	
133.			Lifestyle Banking	How does bank enables Lifestyle banking, currently for customers? Is there any specific segmentation of Customers to whom Bank is looking forward to enhance customer experience? Do you have any customer pain points related to Lifestyle banking which can be improved on ?	
134.			RPA Solution Services	Will RPA be combined with AI for providing solution	
135.				Will RPA be used for QA?	
136.			Software utility/API development	Is this API development related to the integrating systems with CRM	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
137.			UI / UX Development & Customisation	What are the UI/UX customization and different screens that we are targeting for customization	
138.			Biometric Authentication in place of OTP	What is the Time value set for Biometric Value	
139.				What are the Mobile publisher apps used for Biometric ID authentication	

140.			Customer Service & Grievance Redressal / Customer Feedback	<p>What types of grievances does the organization typically receive from customers?</p> <p>What is the current grievance redressal process followed by the organization?</p> <p>Are there specific service level agreements (SLAs) or response time targets for addressing customer grievances?</p>	
141.				<p>How does the organization currently collect feedback from customers regarding its products or services?</p> <p>What channels are used to gather feedback (e.g., surveys, feedback forms, social media)?</p> <p>Are there any specific metrics or KPIs that the organization tracks related to customer feedback?</p>	
142.				<p>Who will be the primary users of the Sales force solution for grievance redressal and feedback management?</p> <p>What roles and permissions do different user groups (e.g., service agents, managers) require within the system?</p> <p>Are there any specific security or data privacy requirements that need to be addressed?</p>	
143.				<p>What information needs to be captured when a customer submits a grievance or feedback?</p> <p>Do you have any specific requirements for categorizing and prioritizing grievances or feedback items?</p> <p>Are there different escalation paths</p>	<p>The details will be shared with empanelled partner while floating RFQ for the specific requirement.</p>

				for handling different types of grievances?	
144.			Sentiment Analysis of social media	Is there an existing system for the sentiment analysis? Are we building the new sentiment analysis model using CRM Analytics (Tableau CRM)?	
145.				Which social media platforms does the client want to analyze for sentiment? Are there specific communication channels, besides social media, where sentiment analysis is needed?	
146.				How does the client currently collect and store social media data? Are there any existing tools or platforms used for social media monitoring? What specific insights or actions does the client hope to derive from the sentiment analysis? How will the client measure the success of the sentiment analysis solution?	
147.				What level of accuracy is expected from the sentiment analysis? How frequently does the client need sentiment analysis results to be updated? What is the expected volume of social media data to be analyzed? Are there any scalability requirements that need to be considered? Are there specific keywords, topics, or sentiments that the client wants to track? Does the client require customization	The details will be shared with empanelled partner while floating RFQ for the specific requirement.

				options for configuring sentiment analysis parameters?	
148.			Other	<p>Is the assumption that the entire system built from scratch, or we will need to work on an partially built/existing system?</p> <p>Will the bank share existing resources like source code, development/testing/production environment for the enablement of new development/improvements or the bidder will have to provide the setup?</p> <p>What is required to bid for multiple FinTech categories?</p> <p>Do we have to upload separate profile evaluation documents for each FinTech category and have separate demo/presentation?</p> <p>When do we have to submit the Integrity Pact (Annexure-IV Page 28)?</p>	<p>This EOI document is only for empanelment, Bank will share the RFP to empanelled bidders with detailed scope as per the requirement.</p> <p>Kindly refer attached annexure along with pre-bid response for participating in multiple categories.</p> <p>No, separate profile is not required.</p> <p>Bidder has to submit Integrity Pact at the time of bid submission.</p> <p>Bank will not share any information to other bidders.</p>

				<p>What content or information is bank liable to share with other recipients/bidders?</p> <p>Do we need to share the eligibility proposal in a specific format? Is it same as defined in Annexure-II(Page 26)?</p>	<p>Yes, bidder's understanding is correct.</p>
149.		Eligibility criteria	Section 2.3 says other than Start-ups and in the description says Fintechs.	Other than FinTechs, there are many companies like technology service providers, professional services firms, etc. that provides many of the services mentioned in your document. Request you to clarify that whether any professional services firm, which is not a start-up, can participate.	This EOI is for FinTech only.
150.		Clause 6	Annexure V states that "I/We further hereby declare that no legal action is pending against me/us for any cause in any legal jurisdiction."	In a going-concern, there would be some ongoing legal cases. Can it be changed to state that " .. none of the cases would be to detriment of the services that we intend to provide."	Clause stands as per EOI
151.				Involvement of solution integration partners: Given the nature of the services, there could be a possibility that the eligible bidder may have to bring in other professional services firm / other Fintechs. Can the EOI allow joint bidding / consortium of service providers	It is to clarify that joint bidding / consortium is not allowed.

152.				<p>1) What will be the deployment model for the bank for the solution?</p> <p>2) Is the bank looking for end-to-end development of the solution?</p> <p>3) Will the bank need only onsite resources or Hybrid option work?</p> <p>4) Need more information on Point 8 of the scope of work for the Collections platform.</p>	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
153.	10	2.3 Criteria for Other than Start-ups	2.3.5 The conduct of the Bank account of the FinTech as well as its promoter/director should be satisfactory.	Considering the large list of Promoter/Directors of the company, request the Bank to modify the clause to "The conduct of Bank account of the Fintech should be satisfactory".	Kindly refer corrigendum enclosed herewith
154.	10	2.3 Criteria for Other than Start-ups	2.3.6 The credit history of the promoter/director/FinTech should be satisfactory.	Request the Bank to modify the clause to "The credit history of Fintech should be satisfactory".	Kindly refer corrigendum enclosed herewith
155.	Page 10	EC Criteria 2.3 – Pt. 5	The conduct of the Bank account of the FinTech as well as its promoter/director should be satisfactory.	What would defined as relevant supporting document by the bank? Would a self-declaration on the bidder's letterhead suffice?	Kindly refer corrigendum enclosed herewith
156.	Pg. no 16	Clause 5 (For all the new developments)- (a)	Bank shall own the Intellectual Property Rights for the applications developed by the empaneled bidder.	The Bidder owned software(s) are proprietary to Bidder and are protected under the relevant copyright laws, and all right, title, and interest in and to the licensed materials (except for certain public domain and/or open source development tools, routines, subroutines, and programs contained within the Software), including all revisions, customizations, updates and enhancements thereof and derivative works based thereon and all Intellectual Property Rights contained therein or relating thereto, are and will at all times remain with	As per EOI document, the mentioned clause is only for new developments.

				<p>Bidder. It does not convey to Bank any interest in or to the licensed materials, but only a limited right of use, subject to and revocable in accordance with the terms of the RFE.</p> <p>9.2 Notwithstanding any other provision in the Master Agreement, the Bank acknowledges and agrees that all Intellectual Property Rights subsisting in the Deliverables produced as part of Implementation Services, to the extent that the services relate to modification, additions and customizations performed in respect of the Software and the related documentation as well as the associated materials shall be Bidder's Intellectual Property, which shall remain solely vested in the Bidder.</p>	
157.	Pg. no 16	The Vendor should provide to the Bank the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.).	The Vendor should provide to the Bank the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.).	Bank to consider slight modification to the language: The Vendor should provide to the Bank the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.) upon of the successful bid and empanelment of the Bidder.	Clause stands as per EOI
158.	Pg. no 16	Clause 5 (For all the new developments)-	Transferring the ownership of all software developed /customized /configured / procured. All licenses	The Bidder owned software(s) are proprietary to Bidder and are protected under the relevant	As per EOI the document,

		©	& support related documents should be in the name of Bank.	copyright laws, and all right, title, and interest in and to the licensed materials (except for certain public domain and/or open source development tools, routines, subroutines, and programs contained within the Software), including all revisions, customizations, updates and enhancements thereof and derivative works based thereon and all Intellectual Property Rights contained therein or relating thereto, are and will at all times remain with Bidder. It does not convey to Bank any interest in or to the licensed materials, but only a limited right of use, subject to and revocable in accordance with the terms of the RFE. 9.2 Notwithstanding any other provision in the Master Agreement, the Bank acknowledges and agrees that all Intellectual Property Rights subsisting in the Deliverables produced as part of Implementation Services, to the extent that the services relate to modification, additions and customizations performed in respect of the Software and the related documentation as well as the associated materials shall be Bidder's Intellectual Property, which shall remain solely vested in the Bidder.	mentioned clause is only for new developments.
159.	Pg. no 16	Clause 5 (For all the new developments)- (d)	In case of any change/modification in Source Code, All necessary functional and technical documentation (Technical	Bank to consider that the same shall be done upon successful bid and empanelment of the Bidder.	Clause is self explanatory.

			<p>specifications, Integration specifications, Application architecture/design, Integration architecture / design, Test Cases</p> <p>EOI Ref No: UCO/DIT/EOI/140/2024-25 Date: 22/04/2024 Page 17 of 35</p> <p>documentation for CIT / SIT / UAT, Deployment guide on infrastructure servers, and Release notes) must also be delivered along with source code.</p>			
160.	Pg.no 19	Clause Publicity	22-	<p>Any publicity by the selected bidder in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank.</p>	<p>Bank to consider the following modified language:</p> <p>The Bidder shall be permitted to do following:</p> <p>(a) mention the Bank as a customer along with the Bank 's logo in the Bidder's marketing communications / materials and in bids where the Bidder participates as a vendor / Bidder / supplier.</p> <p>(b) name the licensed solution, without disclosing any contract details or Confidential Information.</p>	Clause stands as per EOI
161.				<p>New Proposed Clause - Bank Dependencies</p>	<p>Bank Dependency means any equipment, tools, appliances, or other items that the Bank will provide to Bidder to enable the Supplier/Bidder to fulfill its obligations under the RFE. Bank Dependency shall include following:</p> <p>(a) timely, complete, and accurate provision of, and access to, Bank documentation /information and timely decisions and approvals by Bank.</p> <p>(b) all Bankenses, permissions and</p>	It is clarified that additional clause is not admissible

				<p>approvals that may be required from governmental or regulatory authorities as necessary for installation and /or use of the Software or other software / deliverables provided by Bidder and/or to operate Bank's network, shall be the sole responsibility of Bank and Bank shall be liable to pay any fees or incur expenses connected therewith.</p> <p>(c) reasonable access to the Bank owned hardware, software, equipment, credentials, and other resources as may be reasonably required by Supplier to perform the services for the Bank, upon Bank's prior written request.</p> <p>(d) to the extent relevant, Bank shall provide the on-site Bidder's personnel with suitable facilities, which may be necessary in connection with Bidder's performance of the services."''''</p>	
162.			New proposed clause - Deemed acceptance	<p>"Bank shall be deemed to have accepted the Software ("Deemed Acceptance") in any of the following situations where:</p> <p>(a) Bank has not signed an Acceptance Certificate for the Software having passed the Acceptance Tests;</p> <p>(b) Bank deploys the Software in the normal course of the Bank's business;</p> <p>(c) the expiry of ten (10) days after the completion of all the Acceptance Tests, unless the Bank has given any written notice;</p> <p>(d) Bank does not provide the</p>	It is clarified that additional clause is not admissible

				<p>environment for installation of the Software in the manner agreed between the Parties and a period of thirty (30) days have expired from the date of written notification of readiness for installation by the Successful Bidder;</p> <p>(e) Bank does not perform the Acceptance Test and thirty (30) days have passed without notification of Defects, notwithstanding the delivery and installation of the Software; or</p> <p>(f) the Software Substantially Conforms to the Specifications as may be provided in the Statement of Work and a period of thirty (30) days have passed from the date of completion of all Acceptance Tests, and the Bank has not given any written notice"</p>	
163.			New proposed clause - Limitations on representations and warranties	<p>""Limitation on representation and warranties of Bidder:</p> <p>(a) In providing APIs to the Bank or Bank's Affiliate, the Bidder does not provide any express or implied warranties with respect to the accuracy, timeliness, completeness and fitness-of-purpose, of the data being carried through the APIs. (b) Where data is fetched by the APIs directly from the data sources and transmitted to the Bank or Bank's Affiliate, the Bidder makes no representation about the content or the information accessed through such APIs. (c) Where the data to be fetched by the APIs for the purpose of performing the Services are</p>	It is clarified that additional clause is not admissible

				<p>maintained in the form of lists and/or database libraries (collectively "Lists") by the Bidder, the Bidder represents that it shall use all reasonable endeavors to update the Lists with the relevant data from the appropriate external data source ("External Data Lists") in accordance with the updating frequency protocols, where laid down by the data sources. The updating frequency is normally daily and performed as a midnight scheduled process, unless otherwise explicitly stated.</p> <p>(d) In providing any analysis of the data/information derived from the data, the Bidder does not provide any warranties whether express or implied as to the accuracy and completeness of the same. The Bidder warrants that it shall use all commercially reasonable endeavors to prevent willful errors in analysis or outputs derived from the data. (e) Where the Bidder provides services that involves screening or matching of subject entities against master lists/databases, the Bidder does not provide any express or implied warranties in respect of the efficacy of the logic and/or algorithms used by the Bidder or the Bidder's Affiliate for the purposes of finding likely matches in the lists/external source against the subject entities enquired upon by the Bidder. (f) The Bidder shall not be liable to Bidder for any</p>	
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				<p>alleged error, omission, or deficiency in connection with the performance of the Services (a "Deficiency") where, and to the extent that, (i) the Deficiency has occurred due to Bidder or Bankensee's Affiliate default, negligence, omission or misuse of the Services provided by Bidder; (ii) the Deficiency has occurred due to the Bankensee or Bankensee- Affiliate's failure to perform its obligations under this Master Agreement; or (iii) the Deficiency has occurred due to a third party's error/default, negligence or misuse of the Services provided by Bidder provided such Deficiency is not on account of the negligence, error or omission on the part of the Bidder. (g) Where any risk indices or other indices or scores relating to the risk/other assessment of any entity or natural person are provided, the same shall be deemed to have been provided on an as-is basis by the Bidder and without any warranties as to completeness, correctness, accuracy, timeliness or robustness of the algorithms. (h) Bidder does not guarantee and shall not be deemed to have guaranteed, the timeliness, sequence, accuracy, completeness, reliability or content of the information with relation to the Third Party Fintech Services. Third Party Fintech Services are provided on "as is basis". Bidder shall not be liable for any inaccuracy, error or delay in, or</p>	
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				<p>omission of (a) any such data, information or message, or (b) the transmission or delivery of any such data, information or message; or any loss or damage arising from or occasioned by (i) any such inaccuracy, error, delay or omission, (ii) non-performance, or (iii) interruption in any such data, information or message, due to any ""Force Majeure"" event or any other cause beyond the reasonable control of Bidder. (i) Bidder warrants that it shall use all reasonable endeavours to prevent any modification to the data transmitted to the Bank through the APIs to render the same incorrect. (j) Bidder does not provide any representation and warranty with respect to the IPR of third party Fintech services.""</p>	
164.			<p>New proposed clause - Project exclusions</p>	<p>Bidder request Bank to add a new propose clause - Project exclusions: 1. Change in priority assigned to a module due to urgency with prior written approval from the Bank 2. Change in module requirements. 3. Testing on account of dependencies on CBS / Merchant / Network etc. not attributable to Bidder 4.Unavailability of infrastructure in staging and other dependable environments like staging Core, network, etc. which are beyond the control of Bidder. 5.Unavailability of inputs from dependent entities like merchants,</p>	<p>It is clarified that additional clause is not admissible</p>

				third parties, etc. which are beyond the scope of Bidder""	
165.			New proposed clause - Termination for cause by the Bidder/service provider	"Bidder may terminate the Agreement on written notice of thirty (30) days if: (a) the Bank fails to pay undisputed sums payable by their due date and such sums remains outstanding for not less than thirty (30) days after Bank has been notified in writing to make such payment; (b) the breach of the Bidder's (including Bidder's Affiliate) Intellectual Property Rights by the Bank or its authorized users; (c) Bank or its affiliate(s) or authorized users are in breach of their obligations under Confidentiality obligations; or (d) Bank commits a material breach of any obligation under the Agreement (other than failure to pay any amounts due under this Agreement), and (if such breach is remediable) fails to remedy that breach within thirty (30) days after the Bank is notified in writing to do so; or (e) An Insolvency Event occurs."	It is clarified that additional clause is not admissible
166.			New Proposed Clause - Uptime Exclusions	"Bidder requests the Bank to consider the following as exclusions to the Uptime: 1. failure of Bank's systems that interact with the Service Provider's platform; 2. failure caused by delay in responses/non-responses from data	It is clarified that additional clause is not admissible

				<p>source servers;</p> <p>3. downtime caused by Bank API/patch upgrades (planned downtime with prior notice);</p> <p>4. downtime caused by changes in data source protocols/data structures;</p> <p>5. downtime caused by patch/version upgrades to the platform (planned maintenance with prior notice/unplanned);</p> <p>6. in relation to data aggregator service providers, the Bidder's uptime shall exclude downtime of third party data aggregator;</p> <p>7. downtime caused due to use of Software not in accordance with the Documentation.</p> <p>8. delay in performance of Bank dependencies.</p> <p>9. Force majeure events such as pandemic, epidemic, floods, earthquake, etc."</p>	
167.	Page-10	Criteria for Other than Start-ups, Clause No. 4	The FinTech should have undertaken similar projects in any of the Banks in India	Request Bank to kindly confirm if on-going Projects are acceptable against this clause	It is clarified that project under development is not admissible for bidder's experience.
168.	Page-10	Criteria for Other than Start-ups, Clause No. 4	The FinTech should have undertaken similar projects in any of the Banks in India	Request Bank to consider any of the following as experience Proof - Satisfactory work Certificate/ Purchase Order/ Engagement letter/ Work Order/ Service agreement	Kindly refer corrigendum enclosed herewith
169.	Page-10	Criteria for Other than Start-ups,	The conduct of the Bank account of the FinTech as well as its promoter/ director should be satisfactory	Request Bank to kindly elaborate what documents need to be submitted as "relevant supporting	Kindly refer corrigendum enclosed herewith

		Clause No. 5		document"	
170.	Page No. 10	Empanelment Period	Any bidder, empanelled under this empanelment, if fails to participate in more than 3 (three) tenders / Request for Quotes (RFQ) floated by the Bank, it is upto the discretion of the Bank to remove the said vendor from the list of empanelment	Request Bank to kindly modify the clause as mentioned below: Any bidder, empanelled under this empanelment, if fails to participate in more than 3 (three) tenders / Request for Quotes (RFQ) floated by the Bank, will have to provide valid justification for non-participation in RFQ. Subsequently, it is upto the discretion of the Bank to remove the said vendor from the list of empanelment	Clause stands as per EOI
171.	Page No. 16	For all the new developments, clause b	The Vendor should provide to the Bank the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.). Source code quality report using reputed Code Quality Tools, Test Scripts for CIT / SIT / UAT of the developed application/ customizations and subsequent upgrades, if any	Bidder can only provide Source Code for the purpose of Escrow arrangement only. It is not possible to provide object code/ executable code, Request Bank to modify the clause accordingly.	Clause stands as per EOI
172.	Page No. 17	For all the new developments, clause g	The vendor shall undertake to provide appropriate on-site resource as well as other resources required as per Bank's requirement, to execute the various tasks assigned as part of the project, from time to time	As per our understanding, the on-site resource as well as other resources will be required subsequent to floating of RFQ and issue of contract to successful bidder by the Bank. Also we understand that such on-site resource as well as other resources will be for the entire contract period Request Bank to kindly confirm the same	Clause is self explanatory

173.	9	2.3 Criteria for Other than Start-ups	2.3.1 The FinTech should have a paid-up capital of ₹ 50 lakhs and above.	While we understand that the bank would like work with Fintechs with good Equity, Paid up capital alone shall not be a sole indicator for a company/firm longevity. Request Bank to reduce the Paid up capital criteria to ₹ 2 Lakh	Clause stands as per EOI
174.	10	2.3 Criteria for Other than Start-ups	2.3.5 The conduct of the Bank account of the FinTech as well as its promoter/director should be satisfactory.	Considering the large list of Promotor/Directors of the company, request the Bank to modify the clause to "The conduct of Bank account of the Fintech should be satisfactory".	Kindly refer corrigendum enclosed herewith
175.	10	2.3 Criteria for Other than Start-ups	2.3.6 The credit history of the promoter/director/FinTech should be satisfactory.	Request the Bank to modify the clause to "The credit history of Fintech should be satisfactory" .	Kindly refer corrigendum enclosed herewith
176.	10	4	The FinTech should have undertaken similar projects in any of the Banks in India. Satisfactory work Certificate in this regard should be submitted.	Can we submit email confirmation from clients on this clause. Pls. confirm	It is clarified that email confirmation is not admissible
177.	10	5	The conduct of the Bank account of the FinTech as well as its promoter/director should be satisfactory. The relevant supporting document to be submitted.	Please help us understand what is expected here	Kindly refer corrigendum enclosed herewith
178.	10	6	The credit history of the promoter/director/ FinTech should be satisfactory. Self-declaration clearly mentioned Bank/FI from which credit availed by bidder. Bidder will also mention ongoing & pending litigation as on date of bid submission.	Litigation declaration is already there for Page 8 (Point 5) of the document. What is this declaration for. Please help us understand this in detail.	Kindly refer corrigendum enclosed herewith
179.	16	a	Bank shall own the Intellectual Property Rights for the applications	If the vendor is using its product to support any of the bank functionality	Clause is self explanatory

			developed by the empaneled bidder.	then IP would remain with vendor. Is this understanding correct?	
180.	35	Annexure-V	Undertaking For Non-Blacklisting / Non-Debarment of The Bidder To Be Stamped as A Declaration & Duly Attested by A Notary	In the Eligibility section it was mentioned to be self declaration. But here it is mentioned to be notarised. Please confirm is self declaration on letter head suffice.	Kindly note that undertaking for non blacklisting/non debarment to be submitted on non judicial stamp paper attested by notary
181.	9	6. Eligibility Criteria	The FinTech must ensure adequate safeguards built in its IT systems to ensure that it is protected against unauthorised access, alteration, destruction, disclosure.	Request the Bank to clarify if a source code review (SCR) or equivalent report from a CERT-IN empanelled auditor for the proposed solution would be acceptable	The participating bidders should guided by directions of the regulators like RBI/DFS/NPCI etc.
182.	12	Scope of Work	Broad Scope of Work - Empanelment of Fintech companies	Considering there are multiple sub-categories/ use cases under each Category of Fintech Solution, trust the bidder can participate in one or more of the use cases under each sub-category and not necessarily for all the use cases under a given category	The clause is self-explanatory.
183.	10	2.3 Criteria other than Start -up	The FinTech should have undertaken similar projects in any of the Banks in India	Request the bank to consider projects executed in banks outside India as well.	It is clarified that project executed outside India is not admissible
184.	8	2	The company/firm must neither be a foreign company nor subsidiary of any foreign company.	Request Bank to re looked this clause.	Clause stands as per EOI
185.	10	3	Any bidder, empaneled under this empanelment, if fails to participate in more than 3 (three) tenders / Request for Quotes (RFQ) floated by the Bank, it is upto the discretion of	Please elaborate the meaning of participation in this clause	It is clarified that Bank expects empanelled vendors to submit

			the Bank to remove the said vendor from the list of empanelment.		requisite techno-commercial proposal in RFQ process initiated by the bank.
186.	26	Annexure II	Details of Experience in the field of experience in Fintech	How many implementation experience to be submitted	Kindly refer SI. No 12.
187.	16,		b. For all the new developments: In case of any change/modification in Source Code, All necessary functional and technical documentation (Technical specifications, Integration specifications, Application architecture/design, Integration architecture / design, Test Cases documentation for CIT / SIT / UAT, Deployment guide on infrastructure servers, and Release notes) must also be delivered along with source code. c. Transferring the ownership of all software developed /customized /configured /procured. All licenses & support related documents should be in the name of Bank.	Request modification in this clause - We are fine doing escrow of source code and other details mentioned	Clause stands as per EOI
188.	16	Scope of work	A bidder can apply for more than one group. Bank reserves right to append/ modify/alter as per requirement based on inputs during evaluation phase. Please suggest where to select the group to apply	Please suggest where to select the group to apply	Kindly refer corrigendum enclosed herewith
189.	8	2.1- Common Criteria	The company/firm must neither be a foreign company nor subsidiary of any foreign company.	If the foreign company has India operating unit and has data Centre in Indian Geography and is compliance with all BFSI norms, is there flexibility in empanelment	Clause is self explanatory

				process	
190.	16	5 - Scope of Work	The Vendor should provide to the Bank the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.).	Would like the clarification on the factors and rationale behind the transfer of Source code to UCO bank, can there be alternate or flexibility in definition for defining what is source code or what all can be transferred w.r.t application customised or developed. Request bank to consider.	As per EOI document, the mentioned clause is only for new developments.
191.	9	2.3 – Criteria for other than startups	The FinTech should be able to demonstrate that the products/services are technologically ready for deployment	Is UCO bank open if the bidder collaborate with other organisation to leverage their expertise in some solution to fulfill RFQ requirement	It is clarified that sub contracting is not allowed in the subject EOI
192.	17	5 - Scope of Work	For products already developed, for which the empanelled vendor holds the IPR, Bank may purchase the IPR/ purchase perpetual licenses/ purchase subscription or implement escrow arrangement. The decision for the same shall be taken mutually with the empanelled vendor for such products.	Want to understand if UCO bank is open to adapt SaaS based solution provider and solutions which works on PUPM model, where Perpetual licenses are not supported. All Industry leading technology solutions are digital native solutions and born on cloud. Request Bank to consider Cloud SaaS solutions.	The details will be shared with empanelled partner while floating RFQ for the specific requirement .
193.	10	2.3 – Criteria for other than startups #5	The conduct of the Bank account of the FinTech as well as its promoter/ director should be satisfactory. The relevant supporting document to be submitted.	Pls. confirm, which supporting document will be applicable for this clause for Listed company.	Kindly refer SI. No 9.
194.	10	2.3 – Criteria for other than startups #4	The FinTech should have undertaken similar projects in any of the Banks in India. Satisfactory work Certificate in this regard should be submitted.	Pls. confirm, which supporting document will be applicable for this clause for Listed company.	Kindly refer SI. No 7.
195.	12		5. Scope of work: SI. No 1 Development and Integration of	For any recommendation which parameter we have to consider?	The details will be shared with

			Digital Journeys Recommendation Engine	Customer city, Age, profession, CIBIL score,	empanelled partner while floating RFQ for the specific requirement .
196.	12		5. Scope of work: Sl. No 2 Digital Marketing Landing page development	How many landing page expected per year? These landing page requirement based on promotion/campaign only?	The details will be shared with empanelled partner while floating RFQ for the specific requirement .
197.	12		5. Scope of work: Sl. No 2 Digital Marketing Social Media Marketing	Which platform Bank consider here for social media?	
198.			Programming Language	Any preference from Bank to which programming language we can use?	
199.			Database preference	Any preference from Bank which database we can use?	
200.			Source code management	Currently Bank having all these application along with source code so Bank will do handholding with new vendor with existing source code?	
201.	14		5. Scope of work: Sl. No 11 CRM Solutions	Currently Bank have any contract with sales force?	
202.	14		5. Scope of work: Sl. No 2 CRM Solutions	Currently how bank is manage this? Want to understand this approach, so will be plan with minimum effect on current alignment.	
203.	14		5. Scope of work: Sl. No 15 Remittance	Here Bank is looking for treasury suite or inward/outward solution? SWIFT payment also bank initiate? RIPPLE integration required?	
204.	15		5. Scope of work: Sl. No 18 Reward points	Any integration for reward points? Please brief on this.	

205.	15		5. Scope of work: Sl. No 18 RPA	Bank has to elaborate in which area bank is looking RPA?	The details will be shared with empanelled partner while floating RFQ for the specific requirement.	
206.			Scope of work: Sl. No 1 Development and Integration of Digital Journeys	What all modules are part of digital platform? Website, android app, IOS app? Any other application?		
207.	12		Digital Journeys	LOS, LMS will be a standalone application? What is the current process?		
208.	12		Digital Marketing	Does the Bank has marketing team? Are there any apps currently being used?		
209.	13		Credit Rating Agencies	Does the Bank has any current process for score management?		
210.	13		Online platform for Banking product Analysis	How will database be managed? Are there any workflows which needs to be embedded?		
211.	14		End to end managed testing services	Clarity required whether a readymade solution is required? Or we can take it up as manpower requirement?		
212.	14		Agri. Tech Solutions	How will farmers empanelment done? What can be the alternative if he does not have sufficient KYC?		
213.	15		Lifestyle Banking	Does bank require PayDay loans?		
214.	15		MarketPlace	Does bank similar solution like Flipkart?		
215.	15		Software Utility/API development	We have expertise in various kind of API services, does Bank has any specific requirements?		
216.	15		UI/UX development	Which banking apps needs to be redesigned?		
217.	15		Biometric Authentication	Does bank provide API's for data		The details will be

				management with CBS?	shared with empanelled partner while floating RFQ for the specific requirement .
218.	10		4. The FinTech should have undertaken similar projects in any of the Banks in India.	We request you to please also consider the experience of similar projects undertaken by the bidder in BFSI/Government organizations in India.	Clause stands as per EOI.
219.	16		For all the new developments: a. Bank shall own the Intellectual Property Rights for the applications developed by the empaneled bidder.	We understand that UCO bank shall own the Intellectual Property Rights for only the new applications which would be developed for the UCO bank and not for the products / services which are already developed by the bidder. Please confirm that our understanding is correct.	Yes, Bidder's understanding is correct.
220.	16		For all the new developments: b. The Vendor should provide to the Bank the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.). Source code quality report using reputed Code Quality Tools, Test Scripts for CIT / SIT / UAT of the developed application/ customizations and subsequent upgrades, if any.	We understand that vendor should provide the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures for only the new applications which would be developed for the UCO bank and not for the products / services which are already developed by the bidder. Please confirm that our understanding is correct.	Yes, Bidder's understanding is correct.
221.	16		For all the new developments: c. Transferring the ownership of all software developed /customized /configured / procured. All licenses	We understand that the vendor shall transfer the ownership and the licenses in the name of Bank for only the new applications which would be developed for the UCO bank and not	Yes, Bidder's understanding is correct.

			& support related documents should be in the name of Bank.	for the products / services which are already developed by the bidder. Please confirm that our understanding is correct.	
222.	8		The solution offered by the company should not violate any Intellectual Property Rights and must comply to data localization and have strict policies with regards to Data Privacy as per the Digital Personal Data Protection Act 2023 and any further amendment to the same.	We will access to third-party services to facilitate some of our solution's functionality within the applications where we have software license and offer a comprehensive solution. Please confirm your acceptance towards the same.	The details will be shared with empanelled partner while floating RFQ for the specific requirement .
223.	10		The FinTech should be able to demonstrate that the products / services are technologically ready for deployment.	Our products / services are 100% deployable. However, we would be required to do some customisation for alignment with the bank ecosystem. Please confirm your acceptance towards the same.	The details will be shared with empanelled partner while floating RFQ for the specific requirement .
224.	12		All the FinTech Categories	Please clarify whether UCO bank is looking specifically for banking sector or any other industry beyond the banking sector for the development / customization of applications under the scope of work of the FinTech categories.	The requirement is only for the Bank.
225.	14		Cyber Security / Information Security	Is UCO Bank looking for readily available solution from the service provider or looking for a new solution development related to the requirement of the Fintech category of "Cyber Security / Information Security".	The solution must be readily available, however the details will be shared with empanelled partner while floating RFQ for the specific requirement .

226.	16		For all the new developments: a. Bank shall own the Intellectual Property Rights for the applications developed by the empaneled bidder.	The terms and Conditions "for all the new developments" will be applicable to all the Fintech categories or only to specific Fintech categories? Please clarify. As in some of the FinTech categories, the solution will be procured from third party sources and so the IP rights of the same cannot be provided.	The clause is for any new development required in any mentioned category.
227.	17		Bank may ask the bidders for technical presentation showcasing their technical capabilities & strength. The technical presentation can be called in physical or through online mode its upto the discretion of the Bank.	We request you to please clarify with us how much time will be provided to the bidders for the preparation of the technical presentation of its products / services. We propose a pre-intimation time of at least one week.	It is clarified that bidder will be provided sufficient time to prepare for presentation.
228.	4		Submission of hard copy bid documents	Please let us know if any bid documents are required to be submitted to you in hard copy?	Kindly note the documents executed on non judicial stamp paper to be submitted as hard copy
229.	4		Bid Submission Due Date Extension Request	We request you to provide at least 3 to 4 weeks extension from the current bid submission due date after replying with clarifications to our above queries so that we can have time for preparation of our complete techno-commercial proposal.	Kindly refer corrigendum enclosed herewith
230.	8	2.1.2	The company/firm must neither be a foreign company nor subsidiary of any foreign company.	Since bidder is an MNC registered under the India Company Act. However, India's Head Office is in _____ and Global Head Office is in the _____. We request the Bank to consider our participation. Please	Clause is self explanatory

				confirm.	
231.	10	2.3.4	The FinTech should have undertaken similar projects in any of the Banks in India.	Can we submit the satisfactory letter which is addressed to other Banks in India for the completion of a similar project.	Satisfactory letter should be addressed to our Bank
232.	10	2.3.6	The credit history of the promoter/director/FinTech should be satisfactory.	Can we submit the same relevant document which is submitted to other PSU banks recently for the same clause. Please confirm.	The document should be addressed to our Bank
233.	10	2.3.5	The conduct of the Bank account of the FinTech as well as its promoter/director should be satisfactory.	Can we submit the same relevant document which is submitted to other PSU banks recently for the same clause. Please confirm.	The document should be addressed to our Bank
234.	10	2.3 Criteria for Other than Start-ups	The conduct of the Bank account of the FinTech as well as its promoter/director should be satisfactory. The relevant supporting document to be submitted.	There is no clarity on this clause as no criteria is specified as to how come conduct of the Bank A/c would be decided as Satisfactory & No specific supporting document name mentioned. Kindly elaborate the meaning of Satisfactory Conduct of Bank A/c & specify name of exact supporting document requirement.	Kindly refer corrigendum enclosed herewith
235.	10	2.3 Criteria for Other than Start-ups	The credit history of the promoter/director / FinTech should be satisfactory. Self-declaration clearly mentioned Bank/FI from which credit availed by bidder. Bidder will also mention ongoing & pending litigation as on date of bid submission.	Two declarations viz. about Credit History & Pending Litigation have been sought in this clause. 1] Whether both declarations are expected in a single Letter or Two different sets of declarations have to be prepared. 2] What if, FinTech /Directors do not have any past Credit/Loan history?	Kindly refer corrigendum enclosed herewith
236.	17	For all the new developments	a.)Bank shall own the Intellectual Property Rights for the applications developed by the empaneled bidder.	As per point (a.) it is stated that Bank shall own the IPR for the Applications. However, in point (j.) it is stated that product may be deployed on either	The clause is specific for all the new developments only.

			j.)The product may be deployed on either CAPEX or OPEX Model based on the requirements of the Bank and mutual discussion with the empaneled vendor.	CAPEX or OPEX Model based on the Bank's Requirement. As far as CAPEX Model is concerned there is no problem in transfer of IPR. However, in case of OPEX Model, as per industry practice, OPEX Model is provided on Annual License Subscription basis, wherein IPR are owned by the Service Provider/Application Developers only. Please provide clarification on this.	
237.	20	EOI Response	All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting EOI process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.	Documents to be provided by us which are highly confidential in nature & provide significant details about our existing Projects/Client details should be kept confidential by the Bank & used for the limited intended purpose of evaluation process of our EOI Bid Application only. Bank should not disseminate such confidential Information / documents to third parties & should not be used for any other purposes without our prior approval. If bank expects its own data/ information/ Copyrights should be kept confidential & protected then how can it expect to disseminate & use other's data/information in free flow without any checks & controls which is contrary to present regulatory norms, IT Act2000, DPDP Act2023, Copyright/ Trademark laws & Business Ethics.	The clause stands as per EOI.
238.	35	Annexure-V	Undertaking For Non-Blacklisting / Non-Debarment of The Bidder. To Be Stamped as A Declaration & Duly Attested by A Notary	Need clarity about wordings "To Be Stamped as A Declaration" whether this declaration is to be printed on the Stamp Paper & to be duly attested by Notary, if yes, value of	The declaration to be executed on non judicial stamp paper attested by

				the Stamp Paper. Or whether it is to be printed on company Letter Head & to be duly attested by the Notary on Company Letter Head only.	notary. The value of the stamp paper is as per stamp act of the respective state.
239.	13	10	1. Development and Integration of Digital Journeys 8. Collection 10. Online platform for various Banking product analysis	The description mentioned under Fintech category for Fintech Category 10 is quite similar to Fintech category 1 and 8. There are features and functionalities required like Credit monitoring, Loan CAM, Recovery management. Therefore, as per our understanding all Fintechs providing Lending and CASA Account opening solution are eligible for this category too.	It is clarified that selection of category is sole discretion of the bidder depends upon experience in respective category.
240.	15	17	Lifestyle Banking	Please clarify what is life style Banking and how FinTech providers can help in this category.	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
241.	4	Address support for Online RFP/ Process of submission of tender documents	This Tender will follow e-Tendering process [e-bids] as under which will be conducted by Bank's authorized e- Tendering Service Provider M/s Antares Systems Ltd through Website	We kindly request the Bank to provide clarification on whether any annexures or other documents, particularly those requiring stamp paper, need to be submitted in hard copy format along with EOI response submission.	Kindly refer Sl. No 228.
242.	7	1. General Terms & Conditions	The EOI document shall be in two parts viz. Eligibility Document & Profile Document. If a bidder is applying for more than one group, separate Profile Documents should be uploaded for each applied groups.	We kindly request the bank to provide clarification in regards with the profile document submission, along with profile of bidder, bidder needs to show case the case studies.	Clause is self explanatory

243.	9	2.3 Criteria for Other than Start-ups	The FinTech should have a paid-up capital of ₹ 50 lakhs and above.	Our Audited balance sheet suffices this requirement. Do we still need to provide the certificate from Chartered Accountant	Kindly refer Sl. No 66.
244.	9	2.3 Criteria for Other than Start-ups	The conduct of the Bank account of the FinTech as well as its promoter/director should be satisfactory.	Will self declaration suffice the requirement.	Kindly refer corrigendum enclosed herewith
245.	10	2. Eligibility Criteria, 2.3 Criteria for Other than Start-ups, Point. 4	The FinTech should have undertaken similar projects in any of the Banks in India	We request bank to consider, "The FinTech should have undertaken similar projects in any of the Banks or Financial Institutions including NBFC & Micro Finance in India or globally".	Clause stands as per EOI.
246.	10	2. Eligibility Criteria, 2.3 Criteria for Other than Start-ups, Point. 5	The conduct of the Bank account of the FinTech as well as its promoter/director should be satisfactory.	We kindly request the bank to provide clarity on the supporting documents required to be submitted by the bidder concerning the aforementioned points.	Kindly refer corrigendum enclosed herewith
247.	10	2. Eligibility Criteria, 2.3 Criteria for Other than Start-ups, Point. 6	The credit history of the promoter/director/FinTech should be satisfactory.	We request Bank to kindly provide format for the mentioned point in which required details can be filled by the bidders.	Kindly refer corrigendum enclosed herewith
248.	11	4. Bid Submission & Evaluation, Point.9	9. If deemed necessary, the Bank may seek clarifications on any aspect of EOI from the applicant. If a written response is requested, it must be provided within 02 days beyond which the response received, if any will not be considered. However, that would not entitle the applicant to change or cause any change in the substances of their EOI document already submitted. Bank may also	We request Bank to consider," If deemed necessary, the Bank may seek clarifications on any aspect of EOI from the applicant. If a written response is requested, it must be provided within 03 - 04 working days beyond which the response received, if any will not be considered. However, that would not entitle the applicant to change or cause any change in the substances of their EOI document already	Clause stands as per EOI.

			make enquiries to establish the past performance of the applicants in respect of similar work. All information submitted in the application or obtained subsequently will be treated as confidential.	submitted. Bank may also make enquiries to establish the past performance of the applicants in respect of similar work. All information submitted in the application or obtained subsequently will be treated as confidential."	
249.	16	5. Scope of work, For all the new developments: Points a to d	For all the new developments: Points a to d	We request Bank to confirm on our understanding that these points would apply solely in instances where the bidder does not possess any pre-existing intellectual property rights, and where the new developments are intended to be exclusively utilized by UCO Bank, excluding statutory or regulatory developments or changes.	Clause is self explanatory
250.	16	5. Scope of work, For all the new developments: Point f	f. The software developed should be compatible with the current infrastructure of the Bank and should be forward compatible.	We request Bank to provide details of the current infrastructure of the Bank.	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
251.	21	21. Authorized Signatory	21. Authorized Signatory The selected bidder shall indicate the authorized signatories who can discuss, sign negotiate, correspond and any other required formalities with the bank, with regard to the obligations. The selected bidder shall submit, a certified copy of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the company to discuss, sign with the Bank, raise invoice and accept payments and also to correspond. The bidder shall furnish	We kindly request the bank to provide clarity regarding the statement outlined in the point, which specifies that 'The bidder shall furnish proof of signature identification for the above purposes as required by the Bank.' Additionally, we seek clarification on the process and documents to be submitted for this purpose, as well as at which stage of the bidding process such submission is required from the bidder's side.	Clause is self explanatory

			proof of signature identification for above purposes as required by the Bank.		
252.	26	Annexure-II	General queries	As per our understanding that Annexure-II is a component of the Profile document and is to be submitted for each category of service in which the bidder seeks empanelment, Request bank to confirm on our understanding.	Clause is self explanatory
253.	26	Annexure-II, B. Proposed Service details in brief	Details of resources attached with the company	We request Bank to provide clarity in details which are needed to be submitted towards the mentioned point.	Kindly refer Sl. No 14.
254.	27	Annexure-III	General queries	We kindly request the Bank to clarify the required stamp paper value for the submission of Annexure-III. Additionally, we assume that Annexure-III is to be submitted subsequent to the successful empanelment of the bidder	Stamp paper value is as per stamp act of the respective state. Annexure III is to be submitted along with EOI document.
255.	28	Annexure-IV INTEGRITY PACT (To be stamped as per the Stamp Law of the Respective State)	General queries	We kindly request the Bank to clarify the required stamp paper value for the submission of Annexure-IV	Stamp paper value is as per stamp act of the respective state.
256.	35	Annexure-V Undertaking For Non-Blacklisting / Non-Debarment of The Bidder	General queries	We request Bank to confirm if the Annexure -V needs to provided by the Bidder on the bidders letter head or on the stamp paper. If the same is needed to be provided on judicial stamp paper, requesting bank to confirm the value of stamp paper.	Annexure V is to be submitted on non judicial stamp paper attested by notary. Stamp paper value is as per stamp act of the respective state.

257.	35	Annexure-V Undertaking For Non-Blacklisting / Non-Debarment of The Bidder	To Be Stamped as A Declaration & Duly Attested by A Notary	We request Bank to kindly provide clarity on the statement "Duly Attested by A Notary".	Clause is self explanatory
258.			General queries	Request you to include: Intellectual Property Rights a. Licensor hereby confirm that: i. to the best of Licensor's knowledge, the Software Solution does not infringe upon any intellectual property of any third party. ii. All Intellectual Proprietary Rights in Software Solution, Updates, Confidential Information and Trademarks belong to Licensor and have been duly procured by Licensor from authorised sources. b. the Licensee hereby states that; i. The Licensee hereby expressly disclaims any and all Intellectual Proprietary Rights in the Software Solution. ii. The Licensee shall promptly notify the Licensor of any unauthorized third-party duplication, distribution or use of Software Solution which comes to attention of Licensee and shall provide the Licensor with whatever reasonable assistance as necessary to (i) stop such activities and (ii) recover and / or destroy such unauthorized copies. iii. The Licensee shall not attempt to register any of Trademarks, company names or trade names or any logo	No additional clause will be included.

				<p>used or associated with Software Solution nor shall the Licensee attempt to develop or in any way develop any products, which is similar to any portion of Software Solution.</p> <p>iv. All Intellectual Property Rights in respect of Software Solution delivered to Licensee under this Contract and subsequent support and services including but not limited to product fixes, modifications or enhancements that are either release generally (such as commercial product service packs) or that are provided to Licensee when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) shall belong exclusively to Licensor.</p>	
259.			General queries	<p>Request you to include:</p> <p>Limitation of Liability Licensor's liability under this contract is limited to the amount of fees considerations received by it reduced by the associated costs, till such time as the Software Solution is under warranty from Licensor. After expiry of warranty and provided the Client has entered into an Annual Maintenance Contract (AMC) for maintenance and support of the Software Solution, such liability will be limited to the amount of AMC fees paid to Licensor during the calendar year of such claim. Under no circumstances shall the liability of Licensor regardless of the nature of claim whether in contract, tort, strict</p>	No additional clause will be included.

				<p>liability or any other theory of liability, exceed the amount mentioned above.</p> <p>The aforesaid limitation does not apply to any liability of the Licensor towards violation of third-party Copyrights / Intellectual Property Rights or for any loss or damages caused to the Bank's premises or property, solely attributable due to the acts of the Licensor/ Licensor 's employees, representatives. The Licensor shall not be liable for any special, indirect, incidental or consequential damages of any kind including but not limited to loss of use, data, profit, income, business, anticipated savings, reputation, and more generally, any loss of an economic or financial nature, which may be deemed as consequential incident of the claim. The foregoing states and constitutes the entire obligations and liabilities of Licensor to Licensee.</p>	
260.	8		The company/firm must neither be a foreign company nor subsidiary of any foreign company	Majority shareholding is of various foreign companies	Clause stands as per EOI
261.	8	2.1 Eligibility criteria - Common Criteria Sl no:2	The company/firm must neither be a foreign company nor subsidiary of any foreign company-Self Declaration with Supporting documents to be submitted	For Entities fulfilling this criteria, i.e. neither a foreign Company nor a subsidiary company- Will mere self-declaration sufficient?	Clause is self explanatory
262.	9	2.3 Criteria for Other than Start-ups	The FinTech should have a paid-up capital of ₹ 50 lakhs and above-CA certificate to be submitted	Is it sufficient if it is submitted for latest audited FY 2022-23?	Kindly refer Sl. No 66.

		Sl no:1			
263.	9	2.3 Criteria for Other than Start-ups Sl no:2	The FinTech should have achieved minimum annual turnover of ₹ 5 Crore	Is it sufficient if it is submitted for latest audited FY 2022-23?	Kindly refer Sl. No 66.
264.	10	2.3 Criteria for Other than Start-ups Sl. no:4	The FinTech should have undertaken. similar projects in any of the Banks in India-Satisfactory work certificate to be submitted	Can we submit PO copies/ Agreement Copies with price masked as proof.	Kindly refer respective clause for more clarity.
265.	10	2.3 Criteria for Other than Start-ups Sl no:5	The conduct of the Bank account of the FinTech as well as its promoter/ director should be satisfactory- Relevant supporting document to be submitted	Please specify the nature of document required. Can the Bank consider relaxing this requirement for the promoters only.	Kindly refer corrigendum enclosed herewith
266.	21	21. Authorized Signatory	The bidder shall furnish proof of signature identification for above purposes as required by the Bank.	Whether proof of Authorized signatory (KYC ?) required to be submitted along with Bid documents ?	Yes, bidder's understanding is correct.
267.	26	Annexure II	Details of resources attached with the company	Please indicate the resources - Whether details of professionals employed or only number of employees employed in the relevant segment by the bidder?	Kindly refer Sl. No 14.
268.	10 & 11	4. Bid submission & Evaluation	7.Profile Evaluation	What is the methodology for Technical Evaluation of bidders-Any scoring model will be adopted by the Bank - Pl clarify.	Kindly refer evaluation point mentioned in the EOI
269.	General Query			1) Signing of bid documents (Other than Annexure IV and Annexure	1) Yes 2) In addition to

				<p>V) by Authorized signatory- Can they be signed digitally ?</p> <p>2) Submission of Bid documents - Whether hard copies of bid documents are also required to be sent by Courier in addition to online submission ?</p> <p>3) RFP Cost: PI clarify on the RFP cost payable , if any .</p> <p>4) EMD: There is no mention of the same. PI reply.</p> <p>5) Security Deposit: Is there any security deposit to be made post empanelment of vendors ? since EOI document does not have mention of the same.</p> <p>6) Bank may consider including the following solutions under Scope of Work as a separate category :</p> <p>a) Video KYC-Digital and paperless process to verify the identity of the customer through collection of personal information, such as name, address, DOB, and biometric data, and then verifying against government-issued identification documents, central databases, or other reliable sources</p> <p>b) Document -digitization (Esigns/DSCs): Digital and electronic</p>	<p>on line submission, documents execute on non judicial stamp paper should be submitted as hard copy.</p> <p>3) No cost</p> <p>4) No EMD</p> <p>5) No Security deposit</p> <p>6) No additional clause will be incorporated.</p>
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				signature/ E-stamp. 7) Auto Payments: eNACH, direct debits and recurring payments-Solution for on-demand and auto-periodic/ recurring debits, including creation, registration, and management of both digitalized Physical and Electronic (Net-banking or Debit card),	7) No additional clause will be incorporated.
270.	18	8.B	The bid earnest money in such eventuality shall be forfeited shall be forfeited.	No breakup of EMD provided in the document	Kindly refer corrigendum enclosed herewith
271.	16	Scope of Work	a. Bank shall own the Intellectual Property Rights for the applications developed by the empaneled bidder. b. The Vendor should provide to the Bank the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.). Source code quality report using reputed Code Quality Tools, Test Scripts for CIT / SIT / UAT of the developed application/ customizations and subsequent upgrades, if any.	We only provide Payment Gateway solution to the Bank. We are not willing to share the IP rights.	Clause stands as per EOI
272.	31	Payment gateway services	End to end secured Payment Gateway service in compliance with the relevant regulations & RBI	The payment gateway merchants are to be on-boarded by the Bank or the service provider? Is this a	The details will be shared with empanelled partner

			guideline	white-labelled solution you're seeking or are we talking about a referral agreement?	while floating RFQ for the specific requirement.
273.	9-10			Will EOI criteria be same for future Bids issued by UCO bank on Portal for Bidders? For e.g. Financial Qualification Criteria.	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
274.	12-16			Is it mandatory for bidders to have experience or expertise for entire scope as mentioned in EOI? Can a Vendor bid for only specific points in scope of EOI and not for entire scope?	Kindly refer scope of work which is self explanatory
275.	10 (Pt. 4 and 5)			What does this point mean? "The conduct of the Bank account of The relevant supporting the FinTech as well as its promoter/ document to be submitted. director should be satisfactory."	Clause is self explanatory
276.	17			"The software developed should be compatible with the current infrastructure of the Bank and should be forward compatible." Is this part of scope as well, if yes we need to have an understanding on existing infrastructure of UCO bank	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
277.	28			We are partnered with OEMs. We develop and offer the solution on their platform. We are also partnered with 3 rd party payment gateway company. Do we need to	Clause is self explanatory

				include them in Integrity pact as well if they become part of solution implementation for UCO Bank	
278.	8			The company/firm must not be subsidiary of any foreign company. - will this hold true if during the empanelment period there is acquisition by foreign subsidiary?	Clause is self explanatory
279.	10			Will the stakeholders/ team members/ resources be fixed for the empanelment period or there can be any replacement provided at any given point of time of association?	It is clarified that the EOI is only for empanelment of Fintech .Company
280.	12-16			All the points mentioned in scope should also be a part of any mobile application developed by vendor?	Kindly refer scope of work for more clarity.
281.	19			Point 11 - will a NDA be signed for this?	This EOI is only for empanelment, before onboarding SLA & NDA will be executed with selected empanelled partner.
282.	12			What are the AI/ Non AI based solutions that we need to incorporate in the implementation?	The details will be shared with empanelled partner while floating RFQ for the specific requirement .
283.	13			For Digital Payment Solutions - The hardware part would be placed by	The details will be shared with

				UCO Bank, correct ? What kind of Digital solution management, maintenance need to be provided?	empanelled partner while floating RFQ for the specific requirement.
284.	13			Payment Gateway - Hope UCO Bank has the same and need to be integrated with system?	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
285.	15			Do you have a UI/UX team who will be providing data or needs to be handled by Implementation partner?	
286.	12 - 16			In terms of 3rd party integrations or referring to software/hardware, are there any key vendor recommendations that needs to be followed or open for options ?	
287.	Overall			Does the process needs to be implemented for any specific market such as India or overseas too? and if required for overseas, suggest the % of change in flow/processes as compared to base development	
288.	Overall			Is UCO Bank looking for just Implementation, building the Services/ Software ? or also need support in Go to Market, Strategy building, Field Support? If yes to Field Support, suggest the region	
289.	17			Does the current infrastructure of the Bank has data on local servers ? If implemented with Cloud CRM solution will it require to be on Cloud	

				CRM server or Existing/ On Prem server ?	
290.	Overall			We are a SaaS based solution provider and our solutions works on PUPM model. Perpetual licenses are not supported. All Industry leading technology solutions are digital native solutions and born on cloud. Request Hope it works.	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
291.	10	Section 2- Eligibility Criteria - Point no 5	The Conduct of the bank account of the Fintech as well as its promoter/director should be satisfactory.	Can we provide the Bank confirmation for the maker and checker authorization together with the self-declaration on behalf of the Fintech and promoter/director?	Kindly refer corrigendum enclosed herewith
292.	27	Annexure III	Expression of Interest (EOI) for empanelment of Fintech companies	Please verify the worth of the non-judicial stamp paper used for the execution of the same.	Kindly guided by stamp act of respective state.
293.	28	Annexure IV	Integrity Pact	We used to sign an Integrity Pact on Rs. 100 stamp paper in accordance with state law because our registered office is in Delhi. Could you please confirm that we can proceed with it?	Kindly guided by stamp act of respective state.
294.	35	Annexure V	Undertaking for Non Blacklisting / Non-debarment of the bidder	Since our registered office is in Delhi, we used to sign an undertaking on stamp paper for Rs. 100 in compliance with state legislation. Please let me know if we can move forward with it.	Kindly guided by stamp act of respective state.
295.	page 16 of 35		Bank shall own the Intellectual Property Rights for the applications developed by the empaneled bidder	we need to discuss this further -IPR will reside with bidder since bidder already has established products where IPR resides with bidder, UCO Bank can choose to buy Subscription based licenses	Clause stands as per EOI

296.	page 16 of 35		The Vendor should provide to the Bank the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.). Source code quality report using reputed Code Quality Tools, Test Scripts for CIT / SIT / UAT of the developed application/customizations and subsequent upgrades, if any	We need to discuss this further	Clause stands as per EOI
297.	page 16 of 35		Transferring the ownership of all software developed /customized /configured / procured. All licenses & support related documents should be in the name of Bank.	Bidder Solutions can offer usage of solution- ownership of solution will reside with bidder Solutions	Clause stands as per EOI
298.	page 16 of 35		In case of any change/modification in Source Code, All necessary functional and technical documentation (Technical specifications, Integration specifications, Application architecture/design, Integration architecture / design, Test Cases EOI Ref No: UCO/DIT/EOI/140/2024-25 Date: 22/04/2024 Page 17 of 35 documentation for CIT / SIT / UAT, Deployment guide on infrastructure servers, and Release notes) must also be delivered along with source code.	We need to discuss this further	Clause stands as per EOI
299.	page 17 of 35		For products already developed, for which the empaneled vendor holds the IPR, Bank may purchase the IPR/ purchase perpetual licenses/ purchase subscription or implement escrow arrangement. The decision for the same shall be taken mutually	Bank can choose to purchase Perpetual or Subscription contract based licenses	Clause stands as per EOI

			with the empaneled vendor for such products.		
300.	General			If services under the participated categories are provided under TnM contracting, will that be considered?	Clause is self explanatory
301.	General			If the services provided in the applied categories are not exactly mentioned as is in PO however the nature of the work is exactly same as mentioned in the SOW description, will it be considered?	It is clarified that evaluation will be carried out on the basis of credentials submitted by the bidder.
302.	General			If project not done directly but through a sub contracting, will it be considered?	Please refer Clause it is self explanatory
303.	General			For categories applied for, valid PO is available, development is also done, but the sign off process is currently in progress. Will it be considered?	It is clarified that satisfactory certificate to be submitted.
304.	General			Please share the login details for the pre bid queries call scheduled on 30-04-2024	It is noted that pre-bid Meeting is concluded on scheduled date and time.
305.	Page 10			What type of work certificate is to be submitted	Clause is self explanatory
306.	Page 26			Under Annexure II, what all documents are required as a reference for the work delivered	Kindly refer Sl. No 7.
307.	Page 26			Under Annexure II, what is the relevance of "Details of resources attached with the company"	Point is self explanatory
308.	Page 26			Under Annexure II, what is the relevance of "Names of bankers"?	Point is self explanatory

309.	11			If the three consecutive RFQ are not in the areas where vendors has the solution then these will mean loss of opportunity for the vendor. So clause should be alter as " If the empaneled Fintech company fails to participate in three consecutive RFQ process for which the vendor has proposed to offer the solution, their empanelment will be cancelled"	Clause stands as per EOI
310.	16			For the solutions already developed and / or sold by the vendor can not transfer the IPR to the bank. Please explain	Clause stands as per EOI
311.	16			The vendor can provide source code, object code/executable code, unit test cases, Unit test code, and compilation procedures (build/make file, build scripts etc.) source code quality report using reputed code quality tools, test scripts for CIT/ SIT/ UAT of the developed application / Customization and subsequent upgrades, if any, Only for the 100 % customized application as per UCO bank requirement.	Clause stands as per EOI
312.	16			The same will be applicable only for Customized application requirement for UCO bank. This will not be applicable for all the other applications developed and sold by the vendor to the other bank.	Clause stands as per EOI
313.	17			Will there be a separate commercial involved for such on site resources ?	Clause stands as per EOI
314.	17			Even in this case vendor cannot transfer IPR to the bank	Clause stands as per EOI

315.				Are there any minimum experience requirements for FinTech companies applying for empanelment?	Please refer eligibility criteria mentioned in the EOI document.
316.				Could you clarify the data security standards that UCO Bank mandates for empanelled FinTech companies?	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
317.				What are UCO Bank's primary challenges in data management and analytics?	The same may be shared with empanelled FinTechs during floating of RFQ.
318.				Does UCO Bank have any specific data-driven projects in mind for collaboration with empanelled FinTech companies?	The same may be shared with empanelled FinTechs during floating of RFQ.
319.				Are there any existing data governance policies or frameworks that bidder's platform needs to comply with?	The details will be shared with empanelled partner while floating RFQ for the specific requirement.
320.				Can you provide more details on the evaluation criteria for selecting FinTech companies for empanelment?	Please refer eligibility criteria mentioned in the EOI document.
321.				What is the expected timeline for the empanelment process, from application to final selection?	The exercise will be completed as per Bank's extant

					guidelines.
322.				Will there be opportunities for shortlisted FinTech companies to present their solutions to UCO Bank officials?	Yes opportunities may be provided to empanelled FinTechs for required solutions.
323.				Would UCO Bank be interested in a pre-bid walkthrough of bidder's Unified Data Analytics Platform to understand its functionalities better?	This EOI is for empanelment only. Walk through may be required at later stages.
324.				Can bidder provide a high-level overview of the integration process between our platform and UCO Bank's existing systems?	This EOI is for empanelment only. Overview of Integration may be required at later stages.
325.	8	2.1 Common Criteria, Serial No. 2	The company/firm must neither be a foreign company nor subsidiary of any foreign company.	This clause is discriminatory for the companies who are incorporated and registered in India under Indian Companies Act and already providing cutting edge solutions to the leading Public Sector and Private Sector Banks in India. So we request Bank to relax this clause so that subsidiaries of foreign companies can also apply in this EOI.	Clause stands as per EOI
326.	10	2.3 Criteria for Other than Start-ups, Serial No. 5	The conduct of the Bank account of the FinTech as well as its promoter/director should be satisfactory.	Directors Bank accounts are personal to them. Those can not be disclosed to third-party. This requirement should be limited to the company's account only. Please accept self declaration in support of this clause else suggest	Kindly refer corrigendum enclosed herewith

				applicable certificate/ document to be submitted.	
327.	11	2.3 Criteria for Other than Start-ups, Serial No. 6	The credit history of the promoter/director/FinTech should be satisfactory.	Directors Financial Information are personal to them. Those can not be disclosed to third-party. This requirement should be limited to the company's account only.	Kindly refer corrigendum enclosed herewith
328.	16	For all the new developments: a	Bank shall own the Intellectual Property Rights for the applications developed by the empaneled bidder.	IPR for the specifically developed for the Bank and separately paid for will be provided and not otherwise.	Clause stands as per EOI
329.	16	For all the new developments:b	The Vendor should provide to the Bank the Source code, object code / executable code, unit test cases, unit test code, and compilation procedures (build/make file, build scripts etc.). Source code quality report using reputed Code Quality Tools, Test Scripts for CIT / SIT / UAT of the developed application/ customizations and subsequent upgrades, if any.	Source code and applicable artefacts (as applicable) for specifically developed and separately paid for solutions only can be provided to Bank.	The mentioned clause is only for new developments.
330.	16	For all the new developments:c	c. Transferring the ownership of all software developed /customized /configured / procured. All licenses & support related documents should be in the name of Bank.	Ownership for specifically developed and separately paid for solutions only can be provided to Bank.	As per EOI document, the mentioned clause is only for new developments.
331.	17	For all the new developments:	i. For products already developed, for which the empaneled vendor holds the IPR, Bank may purchase the IPR/ purchase perpetual licenses/ purchase subscription or implement escrow arrangement. The decision for the same shall be taken mutually with the empaneled vendor for such products.	IPR of existing solution cannot be provided to Bank. Only the specifically developed and separately paid for solutions only can be provided to Bank	As per EOI document, the mentioned clause is only for new developments.

332.	27	Annexure-III, Annexure IV and Annexure V	Annexure-III, Annexure IV and Annexure V	What will be the Value of the Stamp Paper	Kindly refer Sl. No 4.
333.	10	2.3 - Criteria for Other than Start-ups	The FinTech should have undertaken similar projects in any of the Banks in India.	How many clients details are required? Any specific count? Also Bank and NBFC can be shown as a similar project implemented. Request Bank to Consider PO / Agreement / Go Live mail or Invoice as a proof.	Kindly refer Sl. No 12.
334.	8	2.3 - Criteria for Other than Start-ups	The conduct of the Bank account of the FinTech as well as its promoter/director should be satisfactory.	What document is expected, is it on Bidders letter head or client's letterhead	Kindly refer corrigendum enclosed herewith
335.	9	4.Bid submission & Evaluation	General	Submission of the bid will be online through email id mentioned in the document. No Hardcopy is required ?	Kindly refer control sheet mentioned in EOI. All the documents executed on stamp paper should be submitted as hard copy as well as online.
336.			Scope of Work (Pg.13) Pt.3 - Digital Payment Solution	<ol style="list-style-type: none"> 1. Please help let know on the number of terminals bank is looking for and what would be the model for procurement/deployment? 2. If the bidder is L1, will there be a migration on bidder's terminal post RFP closure. 3. What are type of terminals bank is looking for? 4. For QR, bank requires a separate device. What would be the model for procurement. 5. For UPI, bank would need to be a sponsor bank? 	This EOI is for empanelment only. As per Banks requirement RFQ documents will be floated with detailed requirement.

				6. Who owns the BIN/ICA ?	
337.	4	CONTROL SHEET TABLE	e) Opening of Commercial Bid by the Bank & On-line evaluation.	Request the Bank to delete the clause of commercial submission and opening for this EOI.	Kindly refer corrigendum enclosed herewith
338.	9	2.3 Criteria for Other than Start-ups	1. The FinTech should have a paid-up capital of ₹ 50 lakhs and above.	Can the bidders provide audited balance sheet which mentions the paid up capital?	Kindly refer Sl. No 66.
339.	16	28. Other	In this category, FinTechs who are having innovative products other than the products given above can be empaneled.	We have newly developed solutions which are yet to be deployed / implemented. Hence request the Bank to consider such products and services on the basis of product documentation without any experience or reference letters.	Please refer eligibility criteria mentioned in the EOI document.
340.			General query	Request the Bank to extend the bid submission date by a week's time from the date of publishing the pre-bid queries.	Kindly refer corrigendum enclosed herewith
341.	6		All the documents executed on nonjudicial stamp paper on or before bid submission date at following address: Chief Manager (IT) UCO Bank, Head Office – II Department of Information Technology, 7th Floor, 3 & 4 DD Block, Sector – 1 Salt Lake, Kolkata – 700064	Please clarify if hard copy of any document / entire bid has to be couriered on or before bid submission date or all documents have to be submitted in soft copy on the portal only?	Kindly refer control sheet mentioned in EOI. All the documents executed on stamp paper should be submitted as hard copy as well as online.
342.	6		All the documents executed on nonjudicial stamp paper on or before bid submission date at following address: Chief Manager (IT) UCO Bank, Head Office – II Department of Information Technology, 7th Floor, 3 & 4 DD	Please clarify if all documents have to be on the letterhead of the company signed and sealed by the authorised authority or is there any other format to submit the documentation?	Clause is self explanatory

			Block, Se		
343.	10		Empanelment would be for a period of three (03) years from the date of issuance of empanelment letter / agreement subject to satisfactory service and quarterly review. However, Bank may decide to empanel fresh set of companies before expiry of empanelment period of three (03) years if found necessary for any reasons.	Does this 3 year period also includes post-deployment warranty period. Also, in case of SAAS platforms would this period also include the duration of use of the platform?	This mentioned period is for empanelment only. The actual contract may vary depending upon Bank's actual requirement.
344.	12		5. SCOPE OF WORK	Suggesting to include legal services for collection related activities as an additional scope of work	No modification will be done in current EOI.
345.	13		4. Payment gateway services : End to end secured Payment Gateway service in compliance with the relevant regulations & RBI guideline	Please elaborate the use case here in more detail	The details will be shared with empanelled partners at the time of floating RFQ for the required service.
346.			8. Collection Platform to enhance collections effort using advanced Aldriven digital solutions to focus on borrowers that can pay now while digitally engaging with borrowers that need more time to pay	Suggesting to include an additional scope of work for collection as a service in addition to debt collection platform	Clause stands as per EOI
347.	13		a) Bank shall own the Intellectual Property Rights for the applications developed by the empaneled bidder.	We have a SaaS based platform wherein sprint releases for multiple clients happen every 15 days. These new developments are released as opt-in functionality for all clients. In this case, UCO bank cannot have the IP right for those new releases. Hence requesting you to confine this clause for all new developments specific to UCO bank only or removing this	Clause stands as per EOI

				clause all together.	
348.	16		6.2 It is received through E-mail	Please confirm if all documents have to be submitted in soft copy on the letter head of the bidder duly signed and stamped on the tender wizard portal only. No hard copy of the document has to be sent or any other copy has to be sent through any other channel.	Kindly refer control sheet mentioned in EOI. All the documents executed on stamp paper should be submitted as hard copy as well as online.
349.	17		All pages of Integrity Pact (IP) must be signed and stamped Integrity Pact (IP) should be deposited with IT Department undertaken procurement at the address mentioned along with EOI document	Please confirm if the same has to be uploaded in soft copy along with other tender documents or hard copy of the same has to be couriered	Kindly refer control sheet mentioned in EOI. All the documents executed on stamp paper should be submitted as hard copy as well as online.
350.	23		INTEGRITY PACT (To be stamped as per the Stamp Law of the Respective State)	Please confirm the value of stamp paper on which this pact has to be shared	Kindly refer SI. No 4
351.	NA		NA	Kindly suggest any tentative timelines to the closure of the EOI qualification process.	It will be concluded as per extant guidelines
352.	NA		NA	Would the empanelment also be applicable for Services based requirements from the bank or is it only valid for On-prem / SAAS deployment of the platform for bank's internal users	Empanelment will be applicable for all the categories mentioned in the EOI Document.
353.	NA		NA	No tentative commercials need to be submitted. Kindly confirm	Yes, no commercials to be submitted under this

					EOI.	
354.	12.	SCOPE WORK	OF	Categories for Empanelment	It is requested to specify the annexure format for categories to be applied.	Kindly refer corrigendum enclosed herewith
355.					There isn't any clarification provided regarding the Amount of Stamp paper, for different documents that required to be printed on stamp paper	Kindly refer Sl. No 4
356.					We also need to know what are documents needs to be printed on our letter head.	Kindly refer EOI document
357.					For different groups do we need to submit multiple copies of the whole documentation	Yes
358.					Do we need to send the EOI via mail/post or we will be given access to a e-tendering portal where all the documents needs uploading	Kindly refer control sheet mentioned in EOI. All the documents executed on stamp paper should be submitted as hard copy as well as online.
359.					Rs. 20 lakhs as paid-up capital requirement under Start-ups eligibility criteria OR it can be made as Rs. 50 lakhs paid-up capital after successful empanelment with UCO Bank.	Clause stands as per EOI
360.	NA	NA		NA	Online portal : If we miss to upload few documents then what will be the process for missed document via email or portal. Pls. clarify	All the documents will be uploaded through e tendering portal.

361.	NA	Bid Submission process	NA	We are not able to register as this required DSC . Can you please specify for valid certificate details	Kindly contact e-tendering portal vendor for more clarity .
362.	NA	To register on portal	NA	Can we submit BS for this or self-declaration instead of Certificate from the Chartered Accountant to be submitted.	Kindly refer SI. No 66.
363.	NA	Page - 9 : The FinTech should have a paid-up capital of ₹ 50 lakhs and above.	NA	Audited BS can work for this. Please confirm	Kindly refer SI. No 66.
364.	NA	The FinTech should have achieved minimum annual turnover of ₹ 5 Crore	NA	Is there any bid security or BG or EMD for EOI. Please confirm for the same.	No bid security or BG or EMD required for EOI.
365.	NA	Bid Security or BG or BMD	NA	Can we submit NBFC experience can for empanelment. Will it work ? Please confirm on this	Kindly refer eligibility clause mentioned in the EOI.
366.	NA	Proposed Service details in brief- Page 26	NA	IT/ITES experience can work for AI, Digital marketing and other digital services. Please confirm	Kindly apply for all the categories where you are providing the services.
367.	NA	Experience certificate	NA	Hand signature will work? Or we need to do hand written signature only	Query is not clear.
368.	NA	Signature on Annexure	NA	After empanelment, bank will issue empanelment documents or certificate. Please confirm on this	Necessary documents will be issued to the selected bidder.

369.	7	General Terms	General	The EOI document shall be in two parts viz. Eligibility Document & Profile Document. Kindly elaborate more on this: How this two- response document will be furnished	Kindly refer e-tendering portal for more clarity.
370.	26	Annexures II	General	Kindly help us to understand how to incorporate FinTech Categories on the "Propose Service Details" Section	Please refer Annexure II Section B of EOI Document
371.		Annexure 2 - Name of the bankers		Can you please specify what type of bankers name to be added there	It refers to company's Banker.
372.		Annexure 3&4		To be stamped and need to submit on stamp paper while submitting or post selection	Kindly guided by annexure which is self explanatory. It is to be submitted during bid submission.
373.		List Of Services		where should the list of services offered by us need to be submitted	Please refer Annexure II Section B of EOI Document
374.	NA	NA	NA	We have query about point No. 2.2 (Eligibility Criteria for Start-ups) on page no. 9. We want to confirm whether " reconstruction " include conversion of company from LLP.	Bidder's understanding is correct.
375.	NA	NA	NA	We wish to apply for empanelment as BBPS TSPs. Within the 28 categories listed, there is no mention of BBPS and TSPs. Under what category should we apply? Will BBPS be covered under Digital Payment Solutions or Others.	It is clarified that bidder may choose category no 28 i.e. others



Department of Information Technology
Expression of Interest (EOI) for Empanelment of FinTech Companies (E-tendering)
EOI Ref No : UCO/DIT/EOI/140/2024-25 Date: 22/04/2024
Amendments, Addendums and Corrigendum's (s) uploaded on 09.05.2024

Sl. No	Clause No	Existing Clause	Modified Clause
1	2.3, Sl. No 4	The FinTech should have undertaken similar projects in any of the Banks in India. Satisfactory work Certificate in this regard should be submitted.	The FinTech should have undertaken similar projects in any of the Banks in India. Satisfactory work Certificate from Bank in this regard should be submitted.
2	2.3, Sl. No 5	The conduct of the Bank account of the FinTech as well as its promoter/ director should be satisfactory.	The conduct of the Bank account of the FinTech should be satisfactory.
3	2.3, Sl. No 6	The credit history of the promoter/ director/FinTech should be satisfactory. Documents required: Self-declaration clearly mentioned Bank/FI from which credit availed by bidder. Bidder will also mention ongoing & pending litigation as on date of bid submission.	The credit history of the FinTech should be satisfactory. Documents required: Certificate from the Bank/FI from which credit availed by the bidder. Self-declaration mentioning ongoing & pending litigation as on date of bid submission.
4	5. Scope of Work,	Other: In this category, FinTechs who are having innovative products other than the products given above can be empaneled.	Other: In this category, FinTechs who are having innovative products related to Banking & Finance other than the products given above can be empaneled.
5	8.B	The bid earnest money in such eventuality shall be forfeited shall be forfeited.	Clause stands deleted
6	CONTROL SHEET TABLE	e) Opening of Commercial Bid by the Bank & On-line evaluation.	Clause stands deleted

5. Additional point in Scope or Work

- a. The participating bidder has to fully comply with Personal Digital Data Protection Act, 2023.
- b. The participating bidder to ensure that in case of data storage, same should be within India.

Performa for selection of categories of scope of work

Sl. No	FinTech Category	Tick Mark
1	Development and Integration of Digital Journeys	
2	Digital Marketing	
3	Digital Payment Solutions	
4	Payment gateway services	
5	AI based virtual voice assistant	
6	AI based Automation support	
7	Cash Management	
8	Collection	
9	Credit Rating Agencies	
10	Online platform for various Banking product analysis	
11	CRM Solutions	
12	Cyber Security / Information Security	
13	End to End (E2E) managed testing services / Quality Assurance (QA)	
14	Agri. Tech Solutions	
15	Cross Border remittances and Forex prepaid card	
16	Insurance/Wealth Management Products	
17	Lifestyle Banking	
18	Market Place Open Network for Digital Commerce (ONDC))	
19	RegTech Solution	
20	RPA Solution Services	
21	Software utility /API development	
22	Supply Chain Finance	
23	UI / UX Development & Customisation	
24	Pool & Co-Lending	
25	Biometric Authentication in place of OTP	
26	Customer Service & Grievance Redressal / Customer Feedback	
27	Sentiment Analysis of social media	
28	Others	

Note: Bidders have to select categories by putting (Tick Mark) in respective columns.

NOTICE TO THE BIDDERS

The last date for submission of EOI document for Empanelment of FinTech Companies (E-tendering) which has been scheduled on **14.05.2024** is hereby **extended up to 16.05.2024 (04:00 PM)** . Bid document will be opened on **16.05.2024 at 04: 30 PM**.

All other terms and conditions of the above tender & subsequent pre bid responses/addendum/corrigendum will remain unchanged.